

DOCUMENT RESUME

ED 232 695

IR 050 345

TITLE Student Assistants in ARL Libraries. SPEC Kit 91.
INSTITUTION Association of Research Libraries, Washington, D.C.
Office of Management Studies.
PUB DATE Feb 83
NOTE 108p.
AVAILABLE FROM The Systems and Procedures Exchange Center (SPEC),
Association of Research Libraries, Office of
Management Studies, 1527 New Hampshire Ave., NW,
Washington, DC 20036 (ARL members, \$7.50;
non-members, \$15.00. All orders must be prepaid).
PUB TYPE Collected Works - General (020) --
Legal/Legislative/Regulatory Materials (090) --
Guides - General (050)
EDRS PRICE MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS *Academic Libraries; Grievance Procedures; Higher
Education; *Library Personnel; Library Planning;
Occupational Information; Orientation Materials;
Personnel Evaluation; *Personnel Management;
Personnel Policy; Personnel Selection; Records
(Forms); Recruitment; *Research Libraries; *Student
Employment; Training
IDENTIFIERS *Student Library Assistants

ABSTRACT

This collection of library documents related to the employment of student assistants in member libraries of the Association of Research Libraries (ARL) contains: (1) examples of procedures and policies from the University of Kansas, the University of California at Berkeley, and Michigan State University; (2) recruitment and hiring documents from Iowa State University, the University of Houston, and the University of Chicago; (3) job description and classification examples from Pennsylvania State University and the University of Rochester; (4) samples of orientation and training materials from Indiana University, Dartmouth College, Arizona State University, and Michigan State University; and (5) documents on performance appraisal and grievance procedures from the University of California at Irvine, Indiana University, and the University of Rochester. A concise summary of issues and trends related to the employment of library student assistants covers administration and planning, student personnel policies, the orientation and training of student assistants, the effect of national policy and university economics on student employment, and the tasks best suited to student assistants. A five-item bibliography on student employment and an evaluation sheet for this ARL Systems and Procedures Exchange Center (SPEC) kit are also provided. (ESR)

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February 1983

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Student Assistants in ARL Libraries

Kit 91

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The Systems and Procedures Exchange Center (SPEC) is a clearinghouse operated by the Association of Research Libraries, Office of Management Studies that provides a central source of timely information and materials on the management and operations of large academic and research libraries. It facilitates the exchange of knowledge and documents through SPEC Kits, which are distributed ten times each year to ARL members and other interested libraries. The Kits include topically-arranged groupings of unedited primary source documents - selected for their value to administrators and decision-makers - that illustrate a wide range of alternative approaches to specific issues.

Kit documents come from general membership surveys and from selected libraries contacted directly by SPEC, and most Kits are produced within six months of surveys. The documents' value comes from their variety of ideas, methods, and solutions. They are not viewed as finished products, but rather as points of departure for a library's planning efforts and as stimulants to innovative approaches to problem-solving. As such, Kits do not present answers or prescriptions for any one library; instead they illustrate how selected ARL members are planning for or dealing with particular issues. The worth of any one Kit to a particular library will depend upon the specific topic covered and the library's stage of development in that area.

Materials are selected according to the following criteria:

- Presents an approach of potential value to administrators and decision-makers
- Timely, and dealing directly with the topic under consideration
- Probability of application of ideas or thinking to other library situations
- Illustrative of actual practice, rather than theoretical
- Understandable, readable communication

All together, the materials should provide a range of alternative approaches that complement each other, provide variety, and stimulate comparison and contrast.

Libraries can take advantage of the Kit compilations in a number of ways. Administrators can evaluate the assumptions, methods, and results of other libraries' approaches; compare and contrast them; and use the learnings in their own situations. Library staff members can use the kits as professional development and current awareness tools. Committees and task forces can use them to begin a review of current practices. And the Kits can identify other persons or places to contact for further information. Back-up files in the SPEC office also are available for loan to member libraries. In addition, SPEC will conduct on-demand surveys or analyses geared specifically for a single library.

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Kit Title/Number _____

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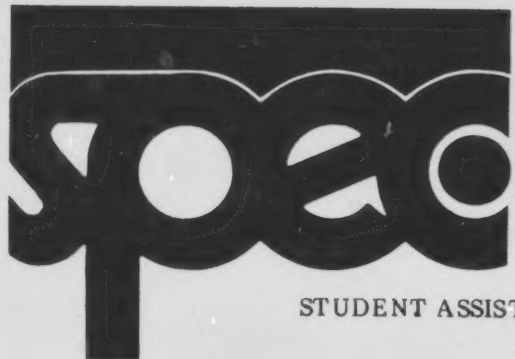
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FEBRUARY 1983 #91

OMS

Systems and Procedures Exchange Center

STUDENT ASSISTANTS IN ARL LIBRARIES ISSN 0160 3574

Long recognized as a mainstay of daily library operations, student workers have helped meet long service schedules, keep collections in order, and catalogs up to date. In addition, some of the most experienced and interested candidates for library school and later careers in research librarianship come from the ranks of student employees. Nevertheless, student administration and training tend to receive less attention than that of full-time employees. The nature of students' work, high turnover rates, and part-time status all can limit their integration into the organization.

In recent years, cuts in federal student aid programs and the prospects of further reductions in government support have threatened students' employment prospects; at the same time, libraries are seeking to increase the productivity of their diminished student work forces, to diversify their use of students, and to enhance their training in such areas as new automated systems. The fact that there often are fewer full time personnel for the necessary training and supervision has hindered these efforts.

ADMINISTRATION AND PLANNING. According to the 1981-82 ARL Statistics, over one-fifth of the work force at academic library members of ARL consists of part-time student workers. Many are employed through the College Work-Study Program and various state aid programs. Policies for library student workers therefore must conform to program regulations and the overall policies of the parent institution. During recent years, new regulations such as those to promote equal opportunity in employment and to protect the confidentiality of student records — as well as the general trend toward better accountability — have promoted more detailed procedures and better articulated policies for hiring, evaluations, promotions, grievance resolution, and separation for the student work force. Libraries also have improved classification schemes used for student jobs by detailing needed skills and by more closely defining performance expectations.

PERSONNEL POLICIES. Recruiting and hiring students is in many cases a matter of limited choice since both the number of students available and the jobs for which they can be hired are frequently subject to outside regulation. Libraries able to choose among applicants have tried to increase the chances of obtaining suitable student employees by carefully screening applications, interviewing candidates and checking references. In at least one case, scores on a pre-test help supervisors make hiring decisions.

Many universities and/or libraries have established classifications for student jobs, which recognize that students have useful skills and that senior workers have valuable experience. However, in some cases, the work assigned to students may be limited by local institutional arrangements, such as agreements with unions. Such agreements may affect salary schedules, work regulations and job assignments. A combination of low pay and undesirable working hours, as well as the prospect of summer layoffs, can encourage students to leave their library jobs for others.

Supervisors of student employees usually are required to complete periodic performance evaluations which may include both a written evaluation and an interview; step and merit increases, if given, depend on work study regulations and university policy as well as the outcome of such evaluations. Year-to-year or semester-to-semester continuity is

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expected provided the incumbent has performed satisfactorily. Performance criteria always have emphasized attendance, punctuality, neatness, and adequate completion of work: new statements increasingly mention ongoing familiarity with policies and procedures, tact in dealing with the public and co-workers, and demonstrated initiative. Some libraries have established layoff and dismissal procedures, and in such cases students may use grievance processes and/or the help of an ombudsman or other advocate.

ORIENTATION AND TRAINING. Many ARL libraries are taking a close look at student employee orientation and training programs, and several institutions have introduced innovations in this area. Most libraries provide general orientation, sometimes given by the personnel office, and sometimes by the employing department. This program often includes tours and information about aspects of all departments' work, and a written personnel policy guide for the new employees. In nearly every case, both basic and advanced training for student employees is the task of the unit in which the student works. Units evolve their own training programs, based on several factors: number of students to be trained, complexity of the work, extent of supervision, and likely duration of the job. Procedure manuals are particularly important to units that rely on students to maintain services when few regular staff members are on duty.

Each department makes its own decision on its investment in training and supervision, but important considerations are the amount of staff time that can be devoted to this effort and the probable rate of student turnover. Although group training may be desirable for students who will be performing similar work, librarians often find that scheduling makes this difficult. The problems of assuring consistency in the amount and quality of training, and providing mechanisms for reviewing and absorbing details, also have been hard to solve. Recognizing these needs, one ARL library includes with its policy and procedures manual a set of training exercises to be completed after reading each section. Another recently used grant funds to install a program at the university's computer-assisted instruction facility to provide student employees with a basic self-teaching program. In several cases, ARL libraries and library schools have cooperated to arrange special employment or internships for library school students that provide valuable pre-professional experience. (See also SPEC Kit #79, Internships and Job Exchanges.)

ISSUES AND TRENDS. The overall student employment picture depends greatly upon national policy and university economics. Recent federal moves to increase College Work-Study and other self-help programs suggest that more student aid will be channeled through such programs, and if this occurs, libraries may benefit from an enlarged pool of student employees. Changes in library operations and technology require careful evaluation of the tasks for students, to make the best possible use of their time and talents, and to employ them for work commensurate with skills and abilities. Since employment for most students is secondary to their educational objectives, supervisors tend to be more concerned with development of full-time staff. However, those who advocate more varied tasks and responsibility for student employees usually point to benefits of increased productivity in library operations, encouragement of students' interest in libraries and possibly in library work as a career, and the development of staff members that comes from continuing contact with students.

Librarians have long recognized that student workers provide peer instruction. The introduction of online public access catalogs and circulation systems, however, is presenting new opportunities in this area. Systems designers and reference librarians point out that much initial training of both staff and users is required. However, once that is accomplished, instruction often is a matter of assisting users in basic system technique. These and similar tasks seem well suited to student employees.

SPEC Kit #91 contains three examples of procedures and policies, three recruitment and hiring documents, two job description and classifications examples, four samples of orientation and training, and three documents on performance appraisal and grievance (98pp.). SPEC Kits are available mainly by subscription. Individual kits may be purchased when available for \$15.00 prepaid only, with checks made payable to "ARL Office of Management Studies." Ordering address is: SPEC Center, ARL/OMS, 1527 New Hampshire Ave., N.W., Washington, D.C. 20036. Library members of ARL receive SPEC kits for \$7.50.

Student Assistants in ARL Libraries

Kit # 91 February, 1983

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PROCEDURES AND POLICIES

PROCEDURES FOR THE EMPLOYMENT
OF STUDENTS

UNIVERSITY OF KANSAS LIBRARIES

June 15, 1981
Fifth Revision

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NOT INCLUDED
IN KIT

I. ELIGIBILITY FOR APPOINTMENT ON THE STUDENT HOURLY PAYROLL

To qualify for student hourly employment, a KU student must meet the following criteria:

- be enrolled and attending class at the University of Kansas. (Verification of enrollment must be made by either contacting the Office of Admissions and Records or by observing a current "Certificate of Registration".)
- be at the University primarily for the purpose of pursuing a standard course of study.
- for a summer appointment, must have been assigned a KU student identification number. The University prefers that the student be enrolled in summer school or have been enrolled the previous spring semester.
- be hired for employment that does not exceed three-quarters of full time service or compensation (during the academic year) or one-half of full time service or compensation (during the academic year) for non-citizens attending the University on foreign student visas (F-1).
- for foreign students attending KU on student visas, must have approval to work from the Dean of Foreign Students. Foreign students must also have a current I-94 form, furnished by the U.S. Immigration Service.

Under special circumstances (e.g. the inability to recruit qualified KU students, the immediate need for a large work force, etc.), individuals who are not KU students may be recommended for hire on the student hourly payroll. Since such appointments are exceptions to standard student hiring procedures, Library requests to recruit and hire other than KU students must be reviewed by the Assistant Dean for Personnel. If the circumstances appear justifiable, the request will be forwarded to the Vice Chancellor for Academic Affairs, whose approval is required for such exceptions.

Regardless of student status, any individual must have a social security number in order to be appointed. Non-citizen permanent residents must furnish proof of permanent residency status.

II. AUTHORIZED STUDENT HOURLY CLASSIFICATIONS

<u>Classification</u>	<u>Title Code</u>
Artist-Illustrator	.0905
Accounting Clerk	.0910
Cashier-Clerk	.0925
Clerk-Stenographer	.0930
Clerk-Typist	.0935
Computer Programmer-Operator	.0940
Documents-Periodicals Assistant	.0945
Security Monitor-Museum, Library, and Residence Halls	.0975
Key-Punch Operator	.0990
Language Translator	.1900
Library Circulation Clerk	.1905
Mail Assistant	.1920
Office and File Clerk	.1935
Projectionist and Audio-Visual Assistant	.1955
Research Assistant	.1970
Slideroom Assistant	.1980
Shipping Clerk	.1990

Artist-Illustrator - Title Code 0905

Under the supervision of a full time staff employee, a student artist-illustrator performs the following duties: illustrates, drafts, and lays out illustrations for posters, graphs, and charts; makes illustrations using ink, crayons, pastels, drafting instruments, and/or other artists' materials; prepares mechanical drawings to illustrate equipment; retouches drawings and photographs to correct faults; mounts reproduction proof on furnished flats for camera; designs and executes freehand drawings of persons, scenic views, still life, and cartoons; reviews work orders and notes to determine proper method of laying out work and most appropriate means of presentation.

Accounting Clerk - Title Code 0910

Under the supervision of a full time staff employee, a student accounting clerk performs the following duties: keeps fiscal records of funds allocated for departmental purposes; keeps records in good order and maintains correct balances; assists accountants in details of work; prepares reports related to fiscal records; does other accounting or clerical tasks as directed.

Cashier-Clerk - Title Code 0925

Under the supervision of a full time staff employee, a student cashier-clerk performs the following duties: receives money and records it; delivers student payroll checks at windows; does routine clerical work and other work as directed.

Clerk-Stenographer - Title Code 0930

Under the supervision of a full time staff employee or a student supervisor, a student clerk-stenographer usually performs the following duties: takes dictation from faculty or staff members and types these notes; types letters, manuscripts, rough drafts, and special reports; types stencils and dittos and runs them off on duplicating machines; makes out requisitions for office or departmental supplies; assists with departmental inventory; answers the phone and greets office visitors; maintains files of all material pertinent to the operation of the office; maintains a schedule of interviews and appointments for faculty and/or staff; distributes inter-office mail and prepares office mailings for on or off-campus distribution.

A student clerk-stenographer may perform the following duties, depending on the needs of the employing unit: transcribe from a dictaphone, tape recorder, or similar office equipment; perform calculations for materials to go into tables; assist with student payrolls; operate a switchboard; assist with large mailings; proofread and edit copy; operate copying equipment; do light research at the library; run errands between departments; prepare author and subject indexes of research publications; keep index listing of faculty locations, offices, and class hours up-to-date; perform clerical duties as called upon.

Clerk-Typist - Title Code 0935

Under the supervision of a full time staff employee, a student clerk-typist usually performs the following duties: types reports, forms, requisitions, manuscripts, correspondence, stencils, and dittos; maintains files for departmental reports, cards, correspondence, forms, and records; answers the telephone, greets office visitors, and gives general information; assists in maintaining office equipment; assembles material and handles mail distribution; maintains an appointment calendar for the staff.

A student clerk-typist may perform the following duties, depending on the needs of the employing unit: select and prepare vouchers for IBM punch card accumulation; maintain records of commodities, equipment, travel, and student wages; contact students for excessive absences and deficient grades; keep active graduate file; help with payroll; operate mimeograph, ditto, and adding machines; stuff envelopes, separate and prepare mailing to meet postal requirements for bulk handling; duplicate course outlines and office forms; make various types of indexes and digests of detailed documents; catalog museum specimens; operate a switchboard; edit and proofread.

Computer Programmer-Operator - Title Code 0940

Under the supervision of a full time staff employee, a student computer programmer-operator usually performs the following duties: determines how a problem can be processed by the computer; translates the project into code; tests the program for errors.

A student computer programmer-operator may perform the following duties, depending upon the need of the employing unit: operate computer; process data and check out available programs; load magnetic tape drives.

Documents-Periodicals Assistant - Title Code 0945

Under staff supervision, a student documents-periodicals assistant performs the following duties: checks Federal depository documents against packing slips and records them in the documents file; alphabetizes and checks newspapers, periodicals, and serials; uses various indexes to Federal documents and to United Nations publications; files Federal and U.N. documents and publications, newspapers, periodicals, and serials according to their respective systems; stamps and routes periodicals, and notes irregularities or missing issues; collects completed volumes of periodicals for binding and replacing of missing issues; catalogs serials and periodicals according to established routines.

Key-Punch Operator - Title Code 0990

Under the supervision of a full time staff employee, a student key-punch operator performs the following duties: punches information into IBM cards; takes IBM cards to data-processing rooms; helps keep records and makes reports; answers the telephone; does other duties as directed.

Security Monitor-Museum, Library, and Residence Halls - Title Code 0975

Under supervision, a student security monitor at the museum attends the reception desk when needed; patrols museum; keeps checks on displays; is responsible for turning off lights when museum closes; directs or accompanies visitors on tours of museum; keeps unchaperoned groups under control. A library security monitor examines materials being taken from the library to see that they are properly checked out; gives directions in locating library departments; takes other security measures as directed. Security monitors in all departments perform other duties as assigned. A student security monitor in the residence halls patrols the floors and public areas of the residence halls during the late evening and early morning hours checking for unusual activity, unregistered nonresidents, and vandalism. The monitor carries a two way radio to report such activities to the main desk.

Language Translator - Title Code 1900

Under the direction of a full time staff employee, a student language translator usually performs the following duties: translates foreign language material into English, both oral and written; transcribes foreign language research books and types the transcriptions; does routine clerical duties and takes care of office mail; makes excerpts from foreign language courses and English courses.

Library Circulation Clerk - Title Code 1905

Under minimal staff supervision, a student library circulation clerk usually performs the following duties: accepts requests for books from patrons or staff, and queries patrons if necessary to gain correct information; procures books from shelves and charges them out to patrons; discharges returned books and removes charges from files; sorts and shelves books by call number; clears tables and keeps work areas in order; does minor mending of books; arranges cards for filing; does bookplating, marking, and other physical processing; performs messenger service.

Mail-Assistant - Title Code 1920

Under minimal full time staff supervision, a student mail assistant performs the following duties: sorts mail according to route and delivers it to on-campus offices and departments; picks up campus mail from departments.

Office and File Clerk - Title Code 1935

Under the supervision of a full time staff employee, a student office and file clerk usually performs the following duties: prepares purchase orders and other requisitions; checks enrollment cards and assists with registration procedures; prepares student time and attendance reports and other payroll data; types departmental material such as letters, tests, bibliographies and reports; gives information as directed; operates mimeograph, addressograph, and copying machines; runs errands; answers the telephone; files departmental material; operates graphotype machines; performs other duties as directed, depending on the needs of the employing unit.

Projectionist and Audio-Visual Assistant - Title Code 1955

Under the direction of a full-time staff employee, a student projectionist and audio-visual assistant performs the following duties: makes movies, tape recordings, and slide projection runs; inspects and repairs film; delivers film and equipment on campus to departments where it is to be run; assists in emergency situations; does other routine work that relates to the operations.

Research Assistant - Title Code 1970

Under the direction of a faculty member, a student research assistant usually performs the following duties: accumulates laboratory observations and data; assists in the laying out of experimental projects; assists with the procurement of supplies and the care of equipment; and, depending upon the needs of the employing unit, performs general research in reading selected texts; fulfills other duties as assigned.

Slideroom Assistant - Title Code 1980

Under the supervision of a full-time staff employee, a student slideroom assistant performs the following duties: maintains and repairs photographic slides; keeps inventory of slides and orders slides when directed; labels slides; shows slides to instructional classes; does other tasks relating to the operation when directed.

Shipping Clerk - Title Code 1990

With minimal supervision, a student shipping clerk performs the following duties: fills mail orders on outgoing items; checks incoming equipment and departmental supplies; makes deliveries in emergencies; does office work required by the department.

III. ADVERTISING AND RECRUITMENT

All student assistant vacancies must be advertised. To fill temporary or emergency vacancies without advertising, special permission from the Vice Chancellor for Academic Affairs must be obtained.

There are currently two categories of advertisement and recruitment for student assistants at the University of Kansas: job specific and job pool.

The job specific category is mandatory for all departments who employ four or fewer student assistants. It is used when hiring a limited number of student assistants or when a department has a particular job to advertise and wishes to seek applications for a limited period of time for this specific position.

A department or unit having more than four student employees may choose to advertise and recruit from the job pool category. Under the job pool, applications

are accepted during the entire semester for a variety of possible openings. As positions become vacant during the semester, they are filled from the group of applications in the job pool.

Procedures for advertising - job specific:

A job vacancy form (Appendix 1) should be used to advertise a student assistant job vacancy. Job vacancy forms are available in the Administrative Office. The job vacancy form should be completed and submitted to the Student Employment Coordinator in the Administrative Office for review, approval and transmittal to the Student Employment Center in the Office of Student Financial Aid.

Student assistant vacancies must be posted for a minimum of three working days (Monday-Friday) prior to the closing date. In order to allow two days for processing time in the Administrative Office and the Student Employment Center, the job vacancy form must arrive in the Administrative Office at least five working days prior to the closing date.

Upon receipt of the job vacancy form, the Student Employment Center will assign a job serial number to the vacancy and return a copy of the job vacancy form (with the serial number in the upper right hand corner of the page) to the department advertising the vacancy. This job serial number should be recorded in the appropriate space (upper right hand corner) of each application (Appendix 11) received by the department in response to its job advertisement.

The job vacancy form is posted in the basement of Strong Hall (Office of Student Financial Aid) and on a bulletin board in Watson Library. Branch libraries may also post a copy of the notice in their areas. Job notices posted on the Watson Library bulletin board are to be removed only by the Administrative Office staff after the closing date for applications has passed; these forms will be retained in the Administrative Office as part of the recruitment documentation. If the department wishes to retain a copy of the job vacancy form, that copy should be made prior to submission of the notice to the Administrative Office. The Administrative Office will be responsible for sending the recruitment documentation to Archives at the end of each fiscal year where it will be retained for up to five years.

If the deadline of a particular opening needs to be extended, this must be conveyed to the Administrative Office before 9 a.m. of the closing date. If the deadline date passes without an extension, the job opening is closed. At that time a hiring decision can be made, following which all application forms must be submitted to the Student Employment Coordinator. In submitting the applications, the department must be sure that the job serial number has been recorded on each application and that Section B of the application form has been completed. All applications must be submitted, even if no one was hired. If it is necessary to advertise further after a deadline has passed, the position can be reopened only by beginning the advertising process again with an updated job vacancy form. Should a vacancy occur again within approximately six weeks after a position has been filled, and there are no changes whatsoever in the job requirements as initially advertised, the department may refer again to the applications submitted for the original advertised vacancy and make another hiring decision from among the remaining group of applicants.

Procedures for advertising - job pool:

In advertising under the job pool category, the same job vacancy form is used. If a department using the job pool so wishes, a supplemental list of questions can be drafted to gather more information from the applicants. These supplemental questions can be helpful when studying the pool of applicants to decide which ones should be interviewed for a particular job. The job vacancy form and supplemental list of questions, if one is desired, should be submitted to the Student Employment Coordinator for review and approval. They will then be sent by the Administrative Office to the Office of the Vice Chancellor for Academic Affairs for approval. Upon receipt of that approval, the vacancy form will be processed and sent to the Student Employment Center.

The Student Employment Center will assign a job serial number to the job vacancy form and return it to the department. The job serial number should then be recorded on all applications that are received during the advertising period.

Job pool vacancy notices are posted for the entire semester (it is recommended that the starting date be one to two weeks prior to the beginning of the semester and the closing date be one to two weeks prior to the end of the semester).

The job notice will be posted in Strong Hall, outside the Office of Student Financial Aid, and in Watson Library for the entire advertising period. The department is obligated to take applications during the entire advertising period. When a vacancy occurs within the department, the pool of applicants is consulted and a student assistant is hired from that pool. The University requires that at least five people be interviewed for positions during the semester.

When a student is hired, his/her application form and other recruitment documentation should be submitted to the Student Employment Coordinator with the student's appointment papers. At the end of the advertising period, all remaining applications and recruitment documentation must be submitted to the Administrative Office. It is necessary to record the appropriate job serial code and to complete Section B of the application for both successful and unsuccessful applicants.

Completion of the job vacancy form:

A copy of the University job vacancy form is included in Appendix i. The following information may be helpful in completing the form:

1. The job titles and job title codes usually used by the Libraries can be found in Section II (Pages 1-5). The job title which most closely describes the work to be done in that particular job opening should be selected.
2. Work-Study or Regular Hourly should be checked, depending on the funding available for the position. (Please note: Work-Study eligibility can be preferred, but not required, if the department so wishes.)
3. The hourly rate is the University minimum wage, unless previously approved by the Vice Chancellor for Academic Affairs at a different rate.
4. Length of appointment and hours per week for the position should be determined according to departmental needs and the department's ability to fund the position.
5. "Department/Field/Office" refers to the Library department advertising the position, followed by "KU Libraries".
6. The account number is 2800, unless it is a specially funded grant account.
7. The address and telephone number requested should be those of the department advertising the opening.
8. The applicable vice chancellor is the current Vice Chancellor for Academic Affairs.

9. The "Duties" section should be a brief job description. This job description should summarize the responsibilities entailed in the position being advertised. If any department wishes to provide a more detailed job description in addition to the summary, the more complete job description should be attached to the job vacancy form. Detailed job descriptions, if submitted, will be posted with the notice and will be forwarded to the Student Employment Center. Remember: the qualifications/requirements should be developed from the job description. For example, if the job duties involve typing, typing skills should be a qualification. If the job requires working with foreign languages, a knowledge of a language(s) should be a qualification.
10. The "Qualifications Required/Preferred:" sections should be completed as specifically as possible in order to establish objective criteria for the selection of the successful applicant. Remember: the selection of the most qualified candidate should be based on the information stated on the job vacancy form. Preferred qualifications do not eliminate candidates from applying or being considered if they meet the minimum requirements stated.
11. "Procedures for Applying" should read, "Proceed to _____ (dept. address) to complete the application form and to make interview appointment."
12. The contact person and his/her office address and telephone number should be listed.

In both job specific and job pool, recruitment and advertising (as well as the screening, interviewing and selection of student employees) must be conducted in accordance with the guidelines set forth in the Handbook of Affirmative Action Employment Procedures and the Libraries' Procedures for Employment of Students manual. Note: the selection of the most qualified candidate must be based on the information stated on the job vacancy form (i.e., requirements/qualifications, hours specified, etc.). Any questions or problems concerning the procedures and policies for the recruitment and selection of student assistants should be referred to the Student Employment Coordinator in the Administrative Office.

IV. COLLEGE WORK-STUDY PROGRAM

The following information, supplied by the Office of Student Financial Aid, describes the College Work-Study Program.

THE UNIVERSITY OF KANSAS COLLEGE WORK-STUDY PROGRAM

The College Work-Study Program is a federally-funded program designed to create jobs for those students who need to work to attend college. All jobs are campus based and can be found posted on the bulletin board adjacent to the Financial Aid Office, 26 Strong Hall. Approximately one third of all student hourly positions are funded through the College Work-Study Program.

The differences between a College Work-Study job and a regular hourly job are two:

- (1) 80% of all College Work-Study job salaries are paid by the federal government
- (2) A student must demonstrate financial need to qualify for the program.

Before applying for a College Work-Study position, a student must have on file with our Office the following: (Priority deadline is March 15)

- (1) A Kansas Student Data Form for the current year.
- (2) An approved family financial statement (see below).
- (3) If an undergraduate, the Student Eligibility Report from the Basic Grant Program.
- (4) If applicable, financial aid transcripts from each school previously attended.

Once these documents are received, the student will be qualified on the basis of financial need, after all resources have been counted. (For the dependent student, these resources include an expected parental contribution).

The approved family financial statement requires the following.

- (1) All dependent/single undergraduate students should file the ACT Family Financial Statement.
- (2) All other students (including married dependent undergraduate students) should also file the ACT Family Financial Statement.

These statements should be mailed to their computer centers with the appropriate fee. Three weeks should be allowed for the processing to be completed.

To apply for College Work-Study eligibility, the student needs to visit with a counselor in the Office of Student Financial Aid. The counselor will determine the student's financial need and earnings' limit and, if the student is eligible for the Program, give the student a College Work-Study Authorization Form. This form outlines the conditions of the Program and establishes the earnings' ceiling for the student.

The student then takes the authorization form to prospective employers (those who have advertised on the bulletin board previously mentioned or to his current employer if he/she is being rehired) and gives the form to the employer who hires him/her. The employer will complete the hiring process and the student will begin work.

Under the College Work-Study Program such jobs as library clerks, student typists, laboratory assistants, paper graders, photo technicians, audio-visual assistants, computer programmer operators, and inventory clerks have been created. To meet with federal guidelines, no student may earn wages in excess of his/her earnings' limit and no student may work more than 20 hours per week or be paid less than the minimum wage.

Please refer all inquiries regarding the College Work-Study Program to the Office of Student Financial Aid, 26 Strong Hall. Carefully review the last three paragraphs of the above guidelines. A W-S student can not exceed his/her earnings' limit (W-S and Regular). For further information, contact the Administrative Office.

V. INTERVIEWING

Interviews should be carefully planned for effective use of time with the candidate so that useful information is obtained for selection purposes. Interviewing must also adhere to the University Affirmative Action guidelines. Guidelines for interviewing are provided in the Handbook of Affirmative Action Procedures, available in the Library Administrative Office and at the Watson Library Reference Desk. The University of Kansas subscribes to an Affirmative Action policy that prohibits discrimination on the basis of race, religion, color, sex, disability, veteran status, national origin, age or ancestry. Questions about these or other personal data unrelated to the position, including family circumstances or living arrangements, should be avoided. A list of job-related questions should be prepared, in advance, to ask all persons who are to be interviewed for the job. These questions should relate to the required and preferred qualifications and job-related duties as stated on the job vacancy form. Each candidate should be asked the same questions to provide a better basis for comparing the interviewees during the selection process. To help prevent discriminatory statements, confine your conversation to subjects related directly to the job and avoid personal subjects. If you engage in "small talk", limit it to impersonal topics. One of the most important procedures to remember is consistency during the interviewing and selection process. For instance, if you contact references for one applicant, do so for other qualified applicants.

The criteria for selection must be based on the details enumerated in the job notice. Selection will be in accordance with Affirmative Action procedures. Comments on each applicant's qualifications should be noted. In those instances where there are a large number of candidates, screening is advisable. In the screening process, applicants should be screened first based upon required qualifications as listed on the job notice; then this group can be evaluated based upon preferred qualifications. Screening procedures must be based on information indicated on the job vacancy form. Contact the Administrative Office for screening procedures when applicable; students who are screened out and will not be interviewed must be notified immediately. When a position has been filled, all interviewees should be informed; an appropriate letter should be sent to each interviewee.

Each student being interviewed should be asked if he/she is currently employed by another University department, and, if so, the type of appointment should be noted

on the interview records. Students are not eligible to be employed on more than one type of University payroll. (For example, a student cannot be employed on both hourly and monthly payrolls.) If a candidate being interviewed is already employed on a payroll other than student hourly, that student should be informed that, if selected for the position, he/she would have to drop any University employment not paid on the student hourly payroll (Roll 10). Note: a student cannot be eliminated from consideration simply because he/she is on another payroll. It is the student's decision, if offered an hourly position, to drop any conflicting employment or reject the job offer for student hourly.

VI. SELECTION AND DOCUMENTATION

After the interviewing process has been completed, the qualifications of each candidate should be considered prior to making a selection. The selection documentation should include a brief statement of the reasons for the selection of the successful applicant. The selection of student assistants cannot occur prior to the closing date for applications, since all candidates for the position must be given consideration.

According to the Kansas Act Against Discrimination, "It shall not be an unlawful employment practice to fill vacancies in such a way as to eliminate or reduce imbalance with respect to race, color, sex, physical handicap, national origin, or ancestry."

REMEMBER: the student offered the position must meet the minimum qualifications stated on the job vacancy form. Preferred qualifications should be used only to differentiate between candidates who meet all required qualifications.

The successful applicant should be contacted as soon as possible; if the number one choice declines the offer, the department should refer to the second choice, etc. After the position has been filled and all applicants notified, the documentation (i.e., list of questions asked, applications, notations, etc.) should be submitted to the Administrative Office with the student's appointment papers (see Section VII). In the event that no candidate is selected for the position, the above-mentioned documentation should still be submitted to the Administrative Office. The applications of all successful and unsuccessful candidates must be submitted. On each application, the job serial number should be recorded and Section B of the application

should be completed by the interviewer. Unsuccessful student applicants should be notified by mail or telephone by the interviewer that the position has been filled.

The selection process under the job pool is somewhat different. When a position becomes vacant, the pool of applicants is consulted and one or more candidates can be interviewed for the opening. The department need only interview until it finds an acceptable candidate (one who meets the stated requirements and fits the needs of the department). (Note: a minimum of five applicants must be interviewed during the course of the advertising period.) All other applications are returned to the pool for future consideration. The applications and other documentation relating to the selection of the successful candidate should be submitted to the Administrative Office along with that student's appointment papers. The applications for all unsuccessful candidates should be submitted to the Administrative Office when the pool closes at the end of the semester. Each of these applications should have the job serial number recorded and Section B of the application completed. Unsuccessful candidates should be notified that all vacancies have been filled.

VII. INITIAL APPOINTMENT

The following forms are necessary for the initial appointment of a student assistant (see Appendix iv):

1. Interview documentation materials (see Section VI)
2. Student Appointment Data Form
3. Request for Student Hourly Appointment Form
4. Copy of Social Security Card
5. Work-Study Authorization (referral) Form if applicable
6. *Copy of I-94 Arrival and Departure Record and Work Permit if applicable
7. W-4 Form (federal income tax withholding form)
8. Employee's Oath (to be signed and notarized in the Administrative Office)
9. Handicap Form

*Requirements for non-citizens: A foreign student is not allowed to start working until a copy of the current I-94 Form is submitted. In addition, a work permit issued by the Dean of Foreign Students is required. Non-citizen permanent residents must furnish proof of permanent residency status.

II. REAPPOINTMENT

All student assistants must be reappointed at the beginning of the fiscal year (effective the 18th of June). Work-Study students must also be reappointed at the beginning of the fall semester (effective the 18th of August) and again at the end of the spring semester (effective the 18th of May). See Section IV for Work-Study information.

Students who leave for the summer, after being employed during the spring semester, can usually be reappointed to the payroll if they return to library employment in the fall. It is recommended that the supervisor document and discuss with each student his/her job performance and problems, if any, before that student leaves for the summer. In addition, the supervisor should inform the student, preferably in writing, of the possibilities for fall employment and the deadline date for contacting the department in the fall. To the extent possible, given the uncertainties of funding, hours, etc., the supervisor and student should agree upon the arrangements and conditions for possible fall employment before the student leaves for the summer.

The Student Appointment Record form and the Work-Study Authorization (referral) form, if applicable, will be the only forms required for the reappointment of a student assistant in most cases. If the withholding status of a student has changed, however, a new W-4 form is required.

IX. HOURLY RATE

All student assistants will be paid at the minimum hourly wage rate determined by the University. The Office of Academic Affairs is concerned that each unit in Academic Affairs maximize the use of its student help allocation. Requests to pay students above the minimum wage rate will need to be approved by the Vice Chancellor for Academic Affairs. A detailed explanation justifying these individual requests will be required for all reappointments as well as new appointments. Justification for payment above the minimum wage based solely on a student's longevity will not be routinely approved. Rather, requests should be addressed to special skills which are needed, additional responsibilities assumed, the

difficulty of the nature of work performed, etc. Again, all justifications for an hourly rate above the minimum wage will have to be reviewed by the appropriate Associate Dean and the Dean of Libraries. If it is determined by the Administrative Office that a justification does not meet the requirements set by the Office of Academic Affairs, the request will be denied at the Library level.

X. PAYROLL

The pay period for student hourly employees at the University runs from the 18th of one month through the 17th of the next month and the paychecks are issued on the first of the following month. The paperwork for a student appointment must be completed and submitted to the Administrative Office about one month prior to the issuance of the first paycheck. Page 17 has a schedule of deadline dates for appointment forms. Supervisors are responsible for notifying students that their paychecks will be delayed if the paperwork is processed after the deadline date.

Student hours can be reported on a supplemental payroll if the deadline is not met. A time card should be submitted at the regular time marked "supplemental payroll". These hours will be recorded on a time report at the latter part of the month and will reflect hours worked through the 17th of that month. The student's paycheck will be issued on or around the 18th of the next month. Departments will be advised if a student's paycheck is to be issued on the supplemental payroll.

Student assistants may choose to pick up their checks in the Library Administrative Office or have their checks sent by the Payroll Office to one of the four local banks or KU Federal Credit Union for deposit. Students should be aware that, if they choose to have their checks deposited by the Payroll Office, the Library Administrative Office will not necessarily know when the checks are actually deposited or the net amount of the deposit.

The number of hours student assistants are allowed to work per pay period is determined by the University based on the number of working days in the pay period and the type of student employee (Regular, Work-Study, foreign). The Payroll Office will not process any hours in excess of a student's maximum allowable

hours for a particular pay period. For this reason it is extremely important that students do not exceed their limit of hours. Students should be urged to keep account of their hours so as not to exceed the maximum allowed. However, ultimately the department must be held responsible for enforcing the maximum hour limits. Below are the guidelines for the establishment of the maximum allowable hours for each type of employee.

Regular: Regular students can work a maximum of 30 hours per week when classes are in session and up to 40 hours per week during the summer and between sessions. The 30 hour per week limit represents 3/4 time employment which is considered by the University to be the maximum a student should be working while in school.

Work-Study: Students on the Work-Study Program are limited by the federal government to working only 20 hours per week on Work-Study funds when school is in session. These students can work an additional 10 hours per week on regular funds if such funds are available and if the extra hours do not push the student over his/her earnings' limit. Work-Study students enrolled in summer school have these same limits, although unenrolled Work-Study students may work up to 40 hours per week between semesters. Remember: regardless of the number of hours the student may be eligible to work, by no means can a student earn beyond his/her on-campus earnings' limit.

Foreign: Foreign students have limits on their hours imposed by both the University and the federal government (Immigration Services). Because a foreign student's privileges and presence in this country could be jeopardized by violating these limits, foreign students and departments should be particularly careful to obey the limits set. Those limits are 20 hours per week when classes are in session and up to 40 hours per week during the summer and between sessions.

No student is allowed to work more than 40 hours per week. See Page 17 for a table of the hours limit for each pay period.

It is necessary to ask for the student time cards from the departments well in advance of the University Payroll Office's deadline in order to assure that the time reports can be completed and returned to the Payroll Office on time. This generally means setting the deadline for departments in the Libraries to turn in their time cards on or around the 15th of each month. This deadline, in addition to being printed on Page 18, is advertised in the FYI usually twice prior to the deadline.

Fiscal Year 1982
STUDENT APPOINTMENT PAPERS
DEADLINE SCHEDULE

<u>CHECKS ISSUED</u>	<u>Completed Appointment Packet Due in Administrative Office</u>	<u>Appointment Papers Due in Personnel Office</u>
August 1	June 26	July 2
September 1	July 29	July 31
October 1	August 28	September 1
November 1	September 29	October 1
December 1	October 28	October 30
January 1	November 24	November 30
February 1	December 30	January 4
March 1	January 29	February 2
April 1	March 1	March 3
May 1	March 30	April 1
June 1	April 28	April 30
July 1	May 31	June 2

TABLE OF MAXIMUM NUMBER OF REPORTABLE HOURS

per Pay Period

<u>Fiscal Year 1982 Pay Period</u>	<u># Work Days</u>	<u>Max. # of Hours Regular Student May Work</u>	<u>Max. # of Hours W-S Student May Work*</u> ENROLLED	<u>Max. # of Hours Foreign Student May Work</u>
June 18-July 17	22	176	48 (96)**	176
July 18-Aug. 17	21	168	124 (168)**	168
Aug. 18-Sept. 17	23	138	104	92
Sept. 18-Oct. 17	21	126	84	84
Oct. 18-Nov. 17	22	132	88	88
Nov. 18-Dec. 17	22	132	80	88
Dec. 18-Jan. 17	21	176	136	176
Jan. 18-Feb. 17	23	138	92	92
Feb. 18-Mar. 17	20	120	92	80
Mar. 18-Apr. 17	22	132	92	88
Apr. 18-May 17	21	126	88	84
May 18-June 17	23	184	144 (176)**	184

*Any hours exceeding the Work-Study limit will be charged against regular (as opposed to Work-Study) funds, not to exceed the hour limit for a regular student.

**Maximum reportable hours for Work-Study students who are not enrolled in summer school are listed in parentheses.

All time cards must be submitted to the Administrative Office no later than 9 a.m. of the due date to insure that they are processed in time for the Payroll Office deadline.

The deadlines for submission of student hourly time cards to the Administrative Office for FY82 are listed below. These dates are subject to change by the Payroll Office.

DUE DATES FOR STUDENT HOURLY TIME CARDS

<u>Pay Period Ending:</u>	<u>Time Cards Due in the Administrative Office by 9 a.m.</u>	
July 17, 1981	Thursday,	July 16, 1981
August 17, 1981	Friday,	August 14, 1981
September 17, 1981	Wednesday,	September 16, 1981
October 17, 1981	Thursday,	October 15, 1981
November 17, 1981	Friday,	November 13, 1981
December 17, 1981	Tuesday,	December 15, 1981
January 17, 1982	Friday,	January 15, 1982
February 17, 1982	Tuesday,	February 16, 1982
March 17, 1982	Tuesday,	March 16, 1982
April 17, 1982	Thursday,	April 15, 1982
May 17, 1982	Friday,	May 14, 1982
June 17, 1982	Wednesday,	June 16, 1982

Time cards are to be signed by the department head or authorized supervisor. Before signing, the supervisor should check each card to see that the information is neat, accurate, and complete before submitting it to the Administrative Office. Checking includes verifying that:

1. The hours on the left side of the card total those reported on the right side.
2. The hours reported on both sides of the card should be whole or half hours only.
3. The hourly rate is correct.
4. The hours x the rate is correct.
5. The number of hours reported does not exceed the limit for that time period (see table, Page 17).

6. The Work-Study cards are identified with the notation "W-S" or "Work-Study".
7. The time cards for students working in other Library departments are so indicated.
8. The individual signing the time card is responsible for the accuracy of the hours submitted to the Administrative Office.

DA.	HRS.	DA.	HRS.	DA.	HRS.	DA.	HRS.
18		26		3		11	
19		27		4		12	
20		28		5		13	
21		29		6		14	
22		30		7		15	
23		31		8		16	
24		1		9		17	
25		2		10			

UNIVERSITY OF KANSAS LIBRARIES

Student Time Card

NAME _____

DEPARTMENT _____

ENDING DAY _____ MONTH _____

_____ HOURS x _____ RATE

\$ _____

APPROVED _____

Half hours are the only fractions which should be recorded on the left and right sides of the time card. Both sides of the time card must equal the same whole and/or half number. It is recommended that a student be scheduled to work whole or whole and half hours. Three-quarters, quarter hours, etc., are discouraged as they make records keeping far more complicated.

Each month after the time cards have been processed, a notice is sent to each department stating the number of Work-Study hours and number of regular hours expended thus far in the year. The percentage of each department's allocation of Work-Study hours and regular hours which has been used is also reported. See Page 20 for a sample of this notice, which is sent to the head of each department. This report should be reviewed immediately. If there is a discrepancy between the departmental records and the Administrative Office records, please contact the Administrative Office.



THE UNIVERSITY OF KANSAS

University of Kansas Libraries
Lawrence, Kansas 66045

TO:

FROM: Administrative Office

Below is a statement of your allocation of student hours, expenditures through _____, and balances. PLEASE review this statement carefully. If this information does not coincide with your records, contact the Administrative Office immediately.

STUDENT PAYROLL SUMMARY

Regular Allocation of Hours	_____ Hours
Monthly Expenditure _____	Hours
Expenditure to Date	_____ Hours
Balance	_____ Hours
Work-study Allocation of Hours	_____ Hours
Monthly Expenditure _____	Hours
Expenditure to Date	_____ Hours
Balance	_____ Hours

As of this reporting, _____ % of the fiscal year has elapsed. According to our records, your department has used _____ % of its regular allocation and _____ % of work-study.

If your usage is higher or lower than it should be at this point, a careful review of these accounts is necessary. These allocations are intended to underwrite your activities for the entire fiscal year.* Please contact the Administrative Office if you have any questions regarding this information. Thank you.

*Each unit is expected to spend their entire allocation of both regular and work-study funds evenly and completely during the fiscal year. There is no flexibility for converting funds from work-study to regular.

XI. TERMINATION

When a student assistant is terminated, a termination card, signed by the supervisor, must be submitted to the Administrative Office. This is imperative to keep Payroll records current as well as to provide an accurate central file for references and recommendations.

If a student works in more than one department in the Libraries, a termination card is required from each department. If such a student is terminated from only one Library department, this needs to be noted on the termination card. Failure to do so may result in the student being completely terminated from the Library payroll.

In addition, the student's last time card should be marked "Final" and submitted with the termination card. Do not send the termination card in before the last time card, as this may result in a student not being paid on time. Be sure to record all the hours worked on the student's final time card.

SAMPLE TERMINATION CARD

NAME:	Dept.
ADDRESS:	Rate
TELEPHONE:	
BEGINNING DATE:	
SOC. SECURITY NO.:	
STUDENT NO.:	
DATE OF BIRTH:	
HOME ADDRESS:	

TERMINATION—DATE REASON
EVALUATION

I. INFORMATION SHEET FOR STUDENT HOURLY EMPLOYEES

Each new student assistant should receive a copy of the "Information for Student Hourly Employees" sheet with his/her appointment papers. Each student, when hired, should be advised to read this information because it contains important facts about personnel/payroll procedures pertinent to the employment of students (i.e., appointment, payroll, time cards, orientation, evaluation, promotion, Work-Study, etc.). See Appendix v for a copy of this information sheet.

II. PERFORMANCE EVALUATIONS AND COUNSELING

Student assistants, when hired, should be advised of their participation in the evaluation process in the Library system.

Using the form shown on Page 24, the supervisor should evaluate each new student assistant after two-four months of employment (the exact timing can be at the department's discretion within the four month deadline), at the end of the spring semester (deadline date May 1), and annually thereafter. The evaluation should be done by the immediate supervisor, although the supervisor may also wish to consult his/her own supervisor.

When the evaluation form has been completed, the supervisor should meet with the student assistant to discuss the evaluation. The evaluation should be used as a learning device for the student assistant and should identify both strengths and weaknesses in performance. The student assistant should be given an opportunity to respond to the ratings assigned.

When a student assistant receives a less than satisfactory performance rating, or at other times when performance is unsatisfactory, suggestions should normally be offered for improvement and a reasonable period of time allowed for such improvement - balancing fairness to the individual with demands of the work unit. If failure to improve performance will be grounds for dismissal, the supervisor, after consultation with the Student Employment Coordinator, should advise the student of this in writing. Recommendations for immediate dismissal may be advisable in situations of severe misconduct or severely inadequate performance. Continuation of a student assistant should be based on satisfactory performance as reflected in the written evaluation(s).

The completed evaluation form should be submitted to the Student Employment Coordinator in the Administrative Office for retention in the student's file, and one copy should be given to the student.

Any evaluation not signed by the student assistant cannot be accepted by the Administrative Office. The student should be informed that his/her signature does not necessarily imply concurrence or nonconcurrence with the rating given, but is simply an acknowledgement that he/she has seen the evaluation. Contact the Student Employment Coordinator if there are any questions or problems concerning this.

Appeal by a student assistant of any rating felt to be unfair should be pursued first through the employee's department, then through the Libraries' Student Employment Coordinator and the Assistant Dean for Personnel if not resolved at the departmental level.

Upon the termination of a student assistant, a brief evaluation is included on the student's termination card. This brief evaluation should be a summary of the previous evaluations for that employee. If at all possible, the student should see this evaluation. All students should be informed at the time of hiring that termination cards are on file in the Administrative Office and that they are free to see theirs at any time after termination.

Evaluation forms are available in the Administrative Office. Failure to submit the student evaluation, as scheduled, will result in a memo from the Administrative Office to the department requesting that this be done immediately.

**UNIVERSITY OF KANSAS LIBRARIES
STUDENT ASSISTANT EVALUATION**

Name _____
 last first middle

from _____

Period: to _____

NATURE OF WORK: (If desired, you may attach a job description.)

EVALUATION: **INITIAL** **ANNUAL** **OTHER** (Circle one)

INSTRUCTIONS: Rate the first five traits and any three others (see the explanation of traits on the reverse side). Total the number of points for an overall numerical score. This score translates to an overall rating as follows: Unsatisfactory Fair Satisfactory Good Very Good Outstanding 0-5 6-12 13-20 21-27 28-34 35-40		5	4	3	2	1	0
		OUTSTANDING	VERY GOOD	GOOD	SATISFACTORY	FAIR	UNSATISFACTORY
1. QUALITY OF WORK (accuracy, neatness, thoroughness)							
2. QUANTITY OF WORK (volume, amount, speed)							
3. COOPERATION (working with other employees and/or the public)							
4. WORK HABITS (effective use of time)							
5. ATTENDANCE (absence, tardiness)							
6. KNOWLEDGE OF WORK (understanding, comprehension)							
7. JUDGEMENT (ability to make decisions, apply knowledge)							
8. INITIATIVE (motivation, interest in work)							
9. CARE OF EQUIPMENT (skill in maintaining equipment)							
10. ADAPTABILITY (adjustment to change)							
11. DEPENDABILITY (reliability)							
12. SPECIAL TRAIT: _____							

Overall Rating _____ Total Numerical Score _____

(Evaluation continued on the other side.)

COMMENTS: Please include aspects of work which need improvement and those which deserve commendation.

DATE _____

SUPERVISOR'S SIGNATURE

EMPLOYEE'S SIGNATURE

EXPLANATION OF PERFORMANCE TRAITS:

1. **QUALITY OF WORK:** Consider the neatness and accuracy of results (regardless of volume). Does employee's output conform to the grade or standard of work established? Is the employee effective in achieving results?
2. **QUANTITY OF WORK:** Consider the volume of work output. Does the employee do as much as expected? If quantitative standards have been established does the employee ordinarily meet those standards?
3. **COOPERATION:** Is this employee's manner of dealing with co-workers and/or supervisors cooperative, helpful, courteous and tactful? Is new work accepted without undue complaining? Consider attitude in relation to the public.
4. **WORK HABITS:** Consider effective use of working time, giving a full day's work, abuse of breaks, and use or abuse of privileges.
5. **ATTENDANCE:** Consider absenteeism, lateness as well promptness and good attendance.
6. **KNOWLEDGE OF WORK:** Consider how well the employee knows the basic responsibilities and duties of his or her position.
7. **JUDGEMENT:** Consider the employee's ability to think intelligently and make logical decisions. Does the employee form sound opinions after thinking through problems thoroughly?
8. **INITIATIVE:** Consider the motivation the employee shows in performing the work. How much extra effort is exerted? Is laziness or lack of interest a problem? Do instructions have to be continually repeated?
9. **CARE OF EQUIPMENT:** Consider the maintenance of equipment if this is an important part of his job and the skill employee uses on his equipment keeping it in good operating condition. (Consider work area as well as equipment.)
10. **ADAPTABILITY:** Consider the employee's ability to adequately and rapidly adjust to changes in job duties. Does the employee learn new duties, and understand explanations without undue delay?
11. **DEPENDABILITY:** Consider employee's reliability in carrying out instructions. Is the employee successful in carrying out assignments under unusual and difficult circumstances, as well as under ordinary working conditions?
12. **SPECIAL TRAIT:** To describe an aspect of employee performance or conduct not included or described above. Describe the trait in the space provided and rate by circling the appropriate number.

XIV. LAYOFF AND DISMISSAL

Below are procedures to follow if a situation arises which may involve the layoff or dismissal of a student employed by the Libraries. Since these procedures are very general, please contact the Student Employment Coordinator for guidance before any action is taken.

1. Layoff: Department heads may lay off student employees when it is necessary by reason of shortage of work or funds, or other changes in duties or organization within the department. In the event a layoff of student help becomes necessary, the decision on determining the employee(s) to be laid off should be based on several factors: needs of the department, the employee's length of service, and previous work performance evaluation(s). It is strongly encouraged that department heads give student employees written notice of a proposed layoff at least 30 days in advance of the effective date. Of course, if a sudden reduction of staff or limited funds is immediate, then the prior notification may not be possible. If a situation arises which may involve a layoff of student help, the department head should immediately contact the Libraries' Student Employment Coordinator in the Administrative Office. If requested, the Student Employment Coordinator can provide assistance by suggesting possible areas that students may contact for consideration for other job openings.
2. Dismissal: Department heads may recommend dismissal of a student employee for inefficient performance of duties, disciplinary reasons, or for other good cause which is determined to be in the best interest of the department. When it appears that a department may have cause for dismissal of a student assistant, the supervisor should describe in writing the reasons for the dismissal recommendation, including copies and/or descriptions of any prior communication to the employee regarding the need for performance improvement. A copy of this recommendation should be provided to the employee. (Severe misconduct or severe performance failure may be cause for dismissal without prior performance counseling. In such instances, the department may, if warranted, immediately place the employee on suspension from departmental duties while the dismissal recommendation is under review.) Recommendations for dismissal are to be sub-

mitted to the Libraries' Student Employment Coordinator. Action to dismiss will be taken only after review and approval by the Assistant Dean for Personnel, with notice issued to the student from the Administrative Office.

XV. GRIEVANCES

The procedures for student assistant grievances are derived from the policy formulated in the University of Kansas Libraries Staff Handbook and comply with the University Affirmative Action grievance procedures. New student assistants are notified of the procedures to follow regarding grievances in the "Information for Student Hourly Employees" sheet (Appendix v). Students are encouraged to attempt to resolve job-related problems through their immediate supervisors. They are also advised of the possibility of consulting their department head, the Libraries' Student Employment Coordinator, and the Assistant Dean for Personnel, in case of a persistent problem or one not under the authority of their immediate supervisor. Students are covered under the University's grievance procedures, as outlined in the Handbook of Affirmative Action Procedures, and should be advised of their option of pursuing any grievances through the University Ombudsman or the Office of Affirmative Action. Copies of the handbook are available in the Administrative Office and at the Watson Library Reference Desk for review, if not available within the department.

XVI. INTERNAL PROMOTION

A student assistant may apply for a Civil Service position at the University if the student has at least six months of continuous employment with the State, is currently employed, and meets the minimum qualifications for the particular vacancy. For more information on employment opportunities for student assistants, contact the Administrative Office.

Departments should make arrangements to post or circulate a copy of each week's FYI to all student assistants. Since library Civil Service and unclassified monthly vacancies are announced in this publication, students should have access to it for awareness of employment opportunities as well as general library news.

1. RELEASE OF STUDENT EMPLOYMENT RECORDS

In accordance with the Family Education Rights and Privacy Act, commonly called the "Buckley Amendment", students at the University of Kansas have specific rights regarding their education records. It has been determined that all student employment records are considered part of that educational record. As a result, student employment information can be released to agencies or individuals outside the University only with the written consent of the student. Any questions about this should be directed to the Libraries' Student Employment Coordinator.

A student employee has full access to his or per personnel file, both while currently employed and after separation from work. Student personnel files are maintained in the Library Administrative Office.



MEMORANDUM TO STUDENT LIBRARY EMPLOYEES

It is the policy of the General Library to provide part-time employment to regularly enrolled students at the Berkeley campus of the University of California. To familiarize yourself with University and Library policies affecting your working conditions and benefits, PLEASE CAREFULLY READ the following information.

STATUS OF STUDENT EMPLOYEES

Student Library employees are an intergal part of the staffing pattern of the libraries. They are hired in casual/restricted positions reserved for the employment of students who are enrolled at the University. Appointments are made on a year to year basis and end on the last day of each Spring Quarter as announced in the Academic Calendar. Continuation into the summer or through a subsequent academic year will depend on the amount and kind of work available. All positions and work hours are subject to change because of fluctuating workloads or budget adjustments.

PAY

Your payday is the sixth working day of the month. You may have your paycheck mailed to your home address, deposited to your bank account, or you may pick it up at the Library Business Office, room 457 Library, AFTER 10:00 a.m. on payday.

Frequently the first paycheck is delayed because employment forms could not be processed prior to payroll deadlines. It sometimes takes four to six weeks for complete processing of employment forms.

Rates of pay for student employees are the same as for other campus workers in the same job classifications.

When you work four or more hours of an assigned shift after 5:00 p.m. and before 8:00 a.m., you are paid a shift differential of 22¢ per hour for those hours and for all other hours worked on the same day.

WORK SCHEDULES

You will be expected to work an agreed upon schedule of hours throughout a quarter, but which may vary from week to week because of fluctuating workloads in the department. Most units arrange special work schedules for final exam week but expect students to work their regular number of hours. If you are prevented from reporting for work on time, notify your supervisor immediately. If you foresee a recurring schedule problem, discuss the matter with your supervisor who will decide whether an adjustment in schedule or a reduction in hours is appropriate. Adherence to a prearranged schedule is a basic employment requirement.

HOURS OF WORK

During regular academic quarters, student employees are normally scheduled to work 12 to 18 hours per week depending on the needs of the department during various times in the quarter. Schedules of more than 18 hours per week must be approved by the supervisor and section head and are based on the needs of the Library. Students should not commit themselves to work schedules which would be detrimental to their scholastic records.

SUBSTITUTIONS

Arrangements for the exchange or substitution of hours should be made in advance with your supervisor. Exchanges are permitted only when another qualified person is available. Substitutions should occur infrequently and only as a result of emergency situations. If there is a continuing need to arrange for a substitution this might signal a need to adjust the work schedule. Should this become the case, consult your supervisor. Substitutes may not work at classification levels different from their regular classifications.

TIME CARDS

Your time card is the official record of hours worked. It is your responsibility to clock in and out accurately. If you make an error, take your time card to your supervisor or section head for correction. Employees are normally not scheduled for work shifts of less than two hours or more than four consecutive hours. Exceptions may be approved by the supervisor or section head when it is essential to the operation of the Library. Schedules of more than five consecutive hours are not permitted. Therefore, DO NOT work more than five hours without clocking out for a period of not less than one-half hour. All time cards MUST be signed or initialed by the supervisor or section head.

BREAKS

Fifteen-minute rest periods at the convenience of the department are allowed employees working three or more consecutive hours in any one period. Rest periods are for the relief and refreshment of the staff during working hours. They cannot be accumulated or used for other purposes such as leaving early or adjusting work schedules. Staff break areas in all units are available for use during breaks, lunch and dinner periods.

SALARY INCREASES

Employees in casual/restricted positions whose work is satisfactory are eligible for salary increases of one-half step to a rate not in excess of the maximum of the salary range after completion of not less than 1260 hours and 12 consecutive months on pay status since the date of hire or the last within range salary increase. The 12 qualifying months on pay status need not be continuous provided there is no break in service, which is defined as any separation from employment status.

VACATION, SICK LEAVE, & HOLIDAY BENEFITS

Employees of the University (except Work/Study employees) who work half time or more earn vacation and sick leave credits and holiday pay on a month-by-month basis. Sick leave may be used any month following the month in which it was accrued. Vacation, while accrued monthly for each month worked at half time or more, may not be used until one has worked six continuous months at half time or more. These benefits are calculated at a proportional rate depending on the percentage of time worked. To find out about your eligibility to use these benefits and any accrued balances ask your supervisor or consult with the Library Personnel Office.

MULTIPLE EMPLOYMENT

When an employee works in more than one Library or other University department, the hours worked are combined entitling the employees to accrue vacation and sick leave benefits if the combined hours total at least one-half the working hours of the month.

PERFORMANCE EVALUATIONS

Your supervisor and section head will evaluate your job performance from time to time. Formal written evaluations are required when an employee becomes eligible for a salary increase. Other evaluations will be performed whenever a supervisor feels it desirable. An employee may also request an evaluation, including an evaluation at the time of separation from Library employment.

During the evaluation process you will have an opportunity to discuss your performance with your supervisor. These evaluations are part of your work record and are used regularly when prospective employers request employment references. We invite you to call these to the attention of employers when you apply for positions in the future.

WORK/STUDY PROGRAM

If you are employed in the Work/Study Program, the Library cannot guarantee employment beyond your eligibility for this program. A new Work/Study referral form is required for each Work/Study period. This form must be obtained by the student and must be delivered to the Library Personnel Office.

CHANGE OF STATUS

Report any change in information or status, such as address, telephone number, name, student to non-student or vice-versa, to the Library Personnel Office and to your supervisor. These changes may affect such things as eligibility for unemployment benefits and receipt of your W-2 forms.

SUMMER SCHEDULES & LEAVES

The Library operates on a reduced schedule during the summer and during intersession periods and cannot guarantee employment for all student workers. Selection of students for the more limited work hours will be based on a combination of seniority, work experience and the nature of the assignments available. Students may request leave for the summer or, occasionally, for some other period. This leave must be approved by your supervisor and section head, who will notify the Library Personnel Office. BEFORE you return to work, you must report to the Library Personnel Office so that your personnel records can be activated and brought up to date. If you are off pay status for four full pay periods, you will be separated automatically.

QUARTER AFTER GRADUATION

Depending on the needs of the Library, student employees may be permitted to continue working in the Library during the quarter immediately following graduation. This is a privilege intended to allow the student a transitional period of time in which to seek other employment. Fall, Winter and Spring quarters are defined in the Academic Calendar and are of approximately 11 weeks duration. For June graduates the Summer Session constitutes the quarter after and ends one week following the end of instruction of the 10 week session as announced in the Academic Calendar.

SAFETY & WORK-RELATED INJURY

Follow all safety regulations and report any safety hazards to your supervisor or section head. If you suffer a work-related injury or illness, notify your supervisor or section head as soon as possible. A "Report of Employee Injury" form must be completed at the Library Business Office as soon as possible. For information on Worker's Compensation benefits, consult the Library Personnel Office.

UNEMPLOYMENT INSURANCE

The California Unemployment Insurance Code does not provide coverage for students who are enrolled and regularly attending classes at the college or university where they are employed.

***KEEP IN TOUCH...Whenever you have questions or need to discuss your employment situation with the Library, please come back to see us in the Library Personnel Office.

ADM 81AX
1M 9/81

INFORMATION DESK
STUDENT PERSONNEL HANDBOOK

<u>SECTION</u>	<u>PAGE</u>
1. MSU Libraries Policy and Procedure Statement 9.2.12: Student Help-Responsibilities and Conduct	1
2. Information Desk Student Employees- Responsibilities and Conduct	2
3. Guidelines for Probation and Dismissal	4
→ 4. Duties and Expected Performance Standards	6
5. Promotions	9
6. Sub System	10

May 1982

EXPECTATIONS FOR LEVEL I STUDENTS

1. Work closely with and under the direction of staff members and student supervisors.
2. Give directions to locations in the building and on campus.
3. Assist patrons in locating books and periodicals including searching the shelves.
4. Give Author/Title Catalog and CLSI assistance.
5. Accept Extended Search, Hold, and Uncatalogued Book Search requests.
6. Answer phone when desk is busy (after you have been shown how) and place patron on hold. (Later, when instructed, answer phone inquiries.)
7. Perform all tasks assigned to you by a Student Supervisor or staff member.

May 1982

EXPECTATIONS FOR LEVEL II STUDENTS

1. Continue performing all duties you performed as a Level I employee and to continue building on what you learned last term.
2. Develop a professional manner, both with across the counter patrons and with phone patrons.
3. Recognize that the Author/Title Catalog is a difficult tool to use, to be able to recognize confusing references, and to refer these to a more experienced staff member.
4. Continue to learn how to use the Information Files (notebook, file box, drawers I & II, staff directory, Spartan Life, MSU Facts) and to search for information that is not obvious or easily located.
5. Make note of any problems you encounter with the checklist, shelflist, card catalog, Serial Holdings List, CLSI, circulation fiche or the Information files and turn them over to a staff member.
6. Work independently at the Desk.

May 1982

Information Desk Student Supervisor (Level III): Responsibilities

General Responsibilities

As a student supervisor, you are to be a model of tactful, professional behavior to fellow workers, to other library employees, and to library patrons. During the times when no staff member is at the desk, you will supervise and take responsibility for all Information Desk procedures. Therefore, you must develop an extensive knowledge of all procedures and always exhibit positive regard for patrons and library staff members.

Specific skills and responsibilities

1. Supervise attendance of Level I and Level II students (check attendance and mark any changes on student supervisor's calendar, call students who don't arrive on time, attempt to get substitutes when illness occurs suddenly and call one of the staff members at home when you need help).
2. Supervise operation of the Information Desk (monitor desk operation, students who are working on extra assignments, etc.).
3. Handle problem patrons - at the desk and on the phone - with tact and discretion.
4. Provide catalog assistance to patrons with difficult citations, and refer to staff when necessary.
5. If questions arise which you cannot answer, assure patron that a staff member will call him/her as soon as possible during the next regular working day (Mon-Fri, 8-5). You are then responsible for letting your supervisor know about the problem so that a member of the staff can handle it.
6. Supervise and/or perform opening and closing procedures (clean up desk area, turn on phone-answering machine, tie off other two phone lines, etc.).
7. Notify supervisor of problems encountered while you are supervising so corrective action can be taken immediately.
8. Know emergency procedures and take responsibility for their performance when necessary.
9. Use and interpret circulation fiche and CLSI as necessary.

RECRUITMENT AND HIRING

FINDING INFORMATION

Instructions: On the next page you will find a table of information about some schools in Iowa. Below are questions about these schools. Read each question and then study the table to find the answer. Use only the information given in this table. Do not use any knowledge you may have from another source. When you have found the correct answer, mark the proper space on your answer sheet.

EXAMPLE: The school which was established most recently is:

- a. Aquinas Institute of Theology
- b. Drake University
- c. Palmer Junior College
- d. University of Iowa

ANSWER SHEET:

Example: a b c d

==■==

1. Of the following, the institution at which a student could earn a PhD is:
 - a. Upper Iowa University
 - b. University of Dubuque
 - c. Iowa State University
 - d. Aquinas Institute of Theology
2. The private, four-year institution with the largest library staff is:
 - a. Coe College
 - b. Drake University
 - c. Grinnell College
 - d. University of Iowa.
3. The oldest school, that is, the one with the earliest date of establishment is:
 - a. Briar Cliff College
 - b. Clarke College
 - c. Loras College
 - d. University of Dubuque
4. The private, two-year institution with the greatest number of volumes in the library is:
 - a. Grand View College
 - b. Loras College
 - c. Ottumwa Heights College
 - d. Waldorf College
5. Of the following, the institution with a library containing less than 50,000 volumes which has the largest library staff is:
 - a. Dordt College
 - b. Open Bible College
 - c. Vennard College
 - d. Waldorf College

FINDING INFORMATION

Table
(Questions and instructions on page 1)

School	Type of Insti- tution ¹	Year Estab- lished	Highest Degree Offered	# of Library Volumes ²	Total Library Staff
Aquinas Institute of Theology	BT	1951	PhD	***	5.6
Briar Cliff College	P4	1930	BA	**	3
Clarke College	P4	1843	MA	**	5.3
Coe College	P4	1851	BA	***	11
Divine Word College	P4	1918	BA	**	4
Dordt College	P4	1937	BA	**	5.5
Drake University	P4	1881	PhD	***	36.5
Grand View College	P2	1926	AA	**	4.7
Grinnell College	P4	1846	BA	***	12.9
Loras College	P4	1839	MA	***	7
Mt. Saint Clare College	P2	1895	AA	*	2.2
Open Bible College	BT	1930	BA	*	1
Ottumwa Heights College	P2	1925	AA	*	5
Palmer Junior College	P2	1965	AA	*	1
University of Dubuque	P4	1852	MA	**	10
University of Iowa	Rg	1847	PhD	***	183.5
Upper Iowa University	P4	1850	BA	**	10
Vennard College	BT	1910	BA	*	3
Waldorf College	P2	1903	AA	*	2.5
Wartburg Theological Seminary	BT	1854	MA	**	3.5

¹ - Type of Institution:

Rg = Regents Institution
P4 = Private 4-year Institution
P2 = Private 2-year Institution
BT = Bible or Theological School

² - # Volumes in Library

* = less than 50,000
** = 50,000 to 100,000
*** = over 100,000

PROOFREADING

Instructions: Questions 6 through 15 have two entries. The entry in the left-hand column is correct. There are errors in the right-hand column. You are to check the entry on the right for errors in punctuation, spelling and missing, additional or incorrect items. Each letter, number or punctuation mark that is different from the entry on the left is an error. When you have determined the number of errors, mark your answer sheet in the following way:

- a. if the right-hand entry has one error
- b. if the right-hand entry has two errors
- c. if the right-hand entry has three errors
- d. if the right-hand entry has four or more errors

6.
NA2540
W55x
Willems, Edwin P 1936-
Architecture and psychology : beyond the honeymoon / by Edwin P. Willems. -- Houston, Tex. : School of Architecture, Rice University.

NA2540
W55
Willems, Edwin P. 1936-
Architecture and psychology : beyond the honeymoon / by Edwin P. Wilems. -- Houston, Tex. : School of Architecture, Rice University.

7.
The Diesel years / Robert P. Olmsted.
-- San Marino, Calif. : Golden West Books, 1975.
160 p. : ill. ; 29 cm.
ISBN 0-87095-054-1
385'.36'60973 75-17721 MARC

The Diesel years / Robert R. Olmsted.
-- San Marino, Calif. : Golden West Books, 1975.
160 p. : ill. ; 29 cm.
ISBN 0-87095-054-1
385'.36'69973 75-17721

8.
SD1
Y12b1
The Environment for women working on environmental problems / by Jeanne Clare Ridley ... (et al.) ; edited by William R. Burch, Jr. -- New Haven : Yale University, 1974.

SD1
YI2b1
The Environment for women working on environmental problems / by Jeanne Clare Ridley .. (et al.) ; edited by William R. Burch, Jr. -- New Haven : Yale University, 1974.

9.
Lung cancer : natural history, prognosis, and therapy / edited by Israel Lucien, and A. Philippe Chahinian.....
New York : Academic Press, 1976
xiv, 316 p. : ill. ; 24 cm.
ISBN 0-12-375050-4

Lung cancer : natural history, prognosis, and therapy / edited by Israel Lucien, and A. Philippe Chahinian.....
New York : Academic Press, 1976
xiv, 316 p. : ill. ; 24 cm.
ISBN 0-12-375050-4

10.
QP341.J24
Jack, James Julian Bennett.
Electric current flow in excitable cells / J.J.B.Jack, D.Noble, R.W.Tsien.
-- Oxford : Clarendon Press, 1975
GB75-21520

OP341.J24
Jack, James Julian Benett.
Electric current flow in ezcitable cells / J.J.B.Jack, D.Noble, R.V.Tsien.
-- Oxford : Clarendon Press, 1975
GB75-21520

ARRANGING IN CORRECT ORDERPART I

Instructions: Each of the following questions includes four sets of letters and numbers. You are to arrange these sets of letters and numbers in the correct order and then answer questions about this correct order. To determine the correct order, use the following instructions:

First, the letters should be arranged in alphabetical order. A set with a single letter comes before a set with two letters. For example, A would come before AA, which would come before AB, which would come before B. The correct order for the following sets of letters would be:

B, BA, CD, CE; PL, Q, QA, QR

If there are two or more sets with the same letter or letters, these should be further arranged in numerical order, with the smallest number first. For example, AB5 would come before AB42, which would come before AB215, which would come before BA33. The correct order for the following sets of letters and numbers would be:

A1, A4, A23, AA3; PA4, PA21, PB2, PB18

Using these instructions, answer questions 16 through 25.

16. If the following were in the correct order, what would be the position of the underlined set? RA34, RF89, RE2, RB86
 - a. first
 - ☒ b. second
 - c. third
 - d. fourth
17. If the following were in the correct order, which set would be third?
 - ☒ a. GC483
 - b. GC64
 - c. QC126
 - d. GC391
18. If the following were in the correct order, which set would be third?
 - a. DE24
 - b. ☒ LD63
 - c. E12
 - d. DF71
19. If the following were in the correct order, what would be the position of the underlined set? H794, HM79, HM94, HM793
 - a. first
 - b. second
 - c. third
 - d. fourth

ARRANGING IN CORRECT ORDERPART II

Instructions: Each of the following questions includes four sets of letters and numbers. You are to arrange these sets of letters and numbers in the correct order and then answer the questions about this correct order. To determine the correct order, use the following instructions:

First, the letters should be placed in alphabetical order, as you did in Part I. However, if there are two or more with the same letter or letters, the numbers should be arranged decimally; that is, they should be thought of as decimals instead of whole numbers. Imagine that there is a decimal point immediately before the number. For example, B676 should be thought of as B.676, and B9 should be thought of as B.900. In this example, B676 would come before B9. The correct order for the following sets would be:

A1,
(A.100)

A153,
(A.153)

A23,
(A.230)

A4
(A.400)

Using these instructions, answer questions 26 through 35.

26. If the following were in the correct order, which set would be third?
 - a. N394
 - b. N85
 - c. M46
 - d. M176
27. If the following were in the correct order, which set would be third?
 - a. B8
 - b. R43
 - c. P12
 - d. P894
28. If the following were in the correct order, what would be the position of the underlined set? E32, F31, E34, F33
 - a. first
 - b. second
 - c. third
 - d. fourth
29. If the following were in the correct order, which set would be third?
 - a. Q35
 - b. Q333
 - c. Q355
 - d. Q344
30. If the following were in the correct order, which set would be third?
 - a. C136
 - b. C2
 - c. C35
 - d. C14

ARRANGING IN CORRECT ORDERPART III

Instructions: In the Library of Congress classification system, each book is assigned a call number. A call number consists of two parts; a classification number on the first line and an author number on the second, each of which has both letters and numbers. Books are first arranged by the classification number. The classification numbers are arranged alphabetically and then numerically, as you did in Part I. Those books which have the same classification numbers are further arranged by author number. Author numbers are first arranged alphabetically and then decimally, as you did in Part II. The correct order for the following call numbers would be:

LB24	LB68	LC54	LC54	Q2	Q2	Q2	Q142
D8	D4	A76	Z5	C24	C242	C3	A28

Using these instructions, answer questions 36 through 40.

36. If the following call numbers were arranged in the correct order, which would be third?

- | | |
|-----------------|---------------|
| a. PZ32
I431 | c. PZ3
T18 |
| b. PZ32
T186 | d. PZ3
T4 |

37. If the following call numbers were arranged in the correct order, which would be third?

- | | |
|-----------------|-----------------|
| a. MN53
D845 | c. NM53
B67 |
| b. MM53
P76 | d. VM53
R893 |

38. If the following call numbers were arranged in the correct order, which would be third?

- | | |
|-----------------|----------------|
| a. GS67
W675 | c. GS67
W8 |
| b. GS67
W751 | d. GS67
W94 |

STUDENT PRIMARY INTERVIEW

Name _____

Date _____

- _____ Verification Card (must have before filling out application or taking test, tell them to keep until they are hired)
- _____ Application (have student fill out the application then check over for:)
 - _____ visa status for foreign students
 - _____ work study
 - _____ previous library experience & have they applied or worked here before
 - _____ typing (write yes or no - when considered for typing job, they will have to come for a typing test)
 - _____ foreign languages
 - _____ graduation date
 - _____ summer (only, also, or not at all)
 - _____ check Social Security number for accuracy
 - _____ number of hours they want to work, evenings, and week-ends
 - _____ other skills
 - _____ obtain birth date and put on the application
- _____ Administer test (30 minutes only)
- _____ Score test (score is number of right out of 40)
- _____ Let student know the availability of jobs at present time.
- _____ Let student know where their score puts them on the roster (approximately)
- _____ They can retake the test in 3 months
- _____ Tell students to keep their applications up to date each quarter they want to be considered for employment within the first two weeks of the quarter or their applications will become inactive. (Destroyed after 1 year)
- _____ We'll call when job comes open and their name comes up on the roster (for an interview only - they do not automatically have the job.)

STUDENT SECONDARY INTERVIEW
(after hired)

- _____ Have student fill out W-2 form
- _____ payroll card (checks sent to residence or automatically deposited in bank acct.)
- _____ previous military record sheet
- _____ fill out verification card (student must return this to 12 Bearshear)
- _____ check Social Security number from a form of ID (if they have a 000- number, have them apply for a permanent one at post office) They will not get paid until they have a permanent SS number.
- _____ have foreign students obtain a permission to work form from the EO building

RECRUITMENT AND HIRING OF STUDENT ASSISTANTS

0.0 CONTENTS

- 1.0 Scope of Policy
- 2.0 Definitions
- 3.0 General
- 4.0 Eligibility for Regular Student Employment
- 5.0 Eligibility for Work-Study Student Employment
- 6.0 Student Assistant Job Descriptions
- 7.0 Employment Requests
- 8.0 Selection of Student Assistants
- 9.0 Appointments

1.0 SCOPE OF POLICY

- 1.1 This policy establishes guidelines for the recruitment and hiring of student assistants in the University of Houston Libraries.
- 1.2 Students to be employed as part-time staff should be recruited and hired as classified staff (see Recruitment and Hiring of Classified Staff Policy).

2.0 DEFINITIONS

A student assistant is defined as a "currently-enrolled student at the University of Houston Central Campus who is financing her/his education in part through employment on a part-time, hourly basis." (University of Houston Staff Policies and Procedures Manual).

3.0 GENERAL

- 3.1 All student assistants are employed on an hourly, semesterly basis.
- 3.2 No student assistant shall work more than forty hours per week.
- 3.3 Both student assistant performance and the needs and budget of the Libraries shall be taken into consideration in rehiring decisions.
- 3.4 Student assistants may be employed either on the non-work study payroll or under the work-study program.

4.0 ELIGIBILITY FOR REGULAR EMPLOYMENT

- 4.1 All student assistants must be enrolled at the University of Houston Central Campus during any fall or spring semester in which they work.
- 4.2 Student assistants may work up to 20 hours per week during the fall and spring semesters when classes are in session and, when classes are not in session, 8 hours a day.
- 4.3 Student assistants eligible to work during the fall and spring semesters shall retain their eligibility during the summer.

- 4.3.1 Student assistants who are enrolled during a summer session may work up to 20 hours per week.
- 4.3.2 Student assistants who are not enrolled, or student assistants who will enter the University in the fall, may work up to 40 hours per week during the summer.
- 4.4 Student assistants planning to transfer to another University following the summer shall be ineligible to work after the end of the spring semester, unless they are enrolled in a summer session here.

5.0 ELIGIBILITY FOR WORK-STUDY STUDENT EMPLOYMENT

- 5.1 Student assistants on the work-study budget must be qualified for the work-study program through the Department of Scholarships and Financial Aids.
- 5.2 Student assistants paid on the work-study payroll shall not earn more during an eligibility period than her/his determined eligibility amount as stated on her/his work-study allocation slip.
 - 5.2.1 If a student assistant is scheduled to work throughout a semester, then he/she should arrange her/his hours so that money earned will not exceed eligibility before the end of the semester.
 - 5.2.2 The Personnel Coordinator's Office shall notify the supervisor of the number of hours a student is eligible to work.
 - 5.2.3 If a student assistant exceeds the eligibility amount, he/she will have to be terminated, and his position may be filled by someone else. In exceptional cases, a student assistant who has exhausted her/his allocation may be retained on the Library's regular budget.
 - 5.2.4 Each student assistant and her/his supervisor shall bear responsibility for keeping careful track of the hours worked so as not to exceed eligibility amounts.

6.0 STUDENT ASSISTANT JOB DESCRIPTIONS

- 6.1 A job description shall be maintained in current status for each student position in the libraries.
- 6.2 Each job description shall be in the standard format adopted by the University of Houston Libraries (see separate Job Description Policy).

7.0 EMPLOYMENT REQUESTS

- 7.1 The supervisor shall prepare an Employment Request Form (Sample #1) when a vacancy occurs.
- 7.2 The revised job description shall be attached to the Employment Request Form.
- 7.3 The Employment Request and revised job description shall be approved by the unit head (if appropriate) and the department head, then forwarded to the Personnel Officer.

- 7.4 The Personnel Coordinator shall prepare a University Job Listing Card for the vacancy.
- 7.5 The Fiscal Officer shall certify the availability of funds for the position.

8.0 SELECTION OF STUDENT ASSISTANTS

- 8.1 A vacancy shall be posted with the Department of Scholarships and Financial Aids for two days before an appointment can be made.
- 8.2 During the two-day posting period, the department head and/or designate may interview and select students for final consideration.
- 8.3 The Personnel Coordinator's office shall schedule appointments for students seeking employment in the Libraries with the appropriate supervisor in those departments with vacancies.
- 8.4 Each department head or designate shall be responsible for selecting the students to work in her/his department.
- 8.5 The department head or supervisor may discuss with the Personnel Coordinator's office her/his choice before final decision is made, to be certain there are no problems with discrimination, affirmative action, etc.
- 8.6 All offers shall be made by the supervisor or department head.
- 8.7 The supervisor shall notify the Personnel Coordinator of the appointment.
- 8.8 The Personnel Coordinator's office shall notify the Department of Scholarships and Financial Aids that the position has been filled and shall ask them to delete the posted notice.

9.0 APPOINTMENTS

- 9.1 The supervisor shall send the new student assistant to the Personnel Officer's office on her/his first day of work.
- 9.2 The student must complete a Part-Time Employee Record in the Personnel Officer's office.
- 9.3 If appointed under the work-study program, the student assistant shall submit to the Personnel Officer her/his allocation slip issued by the Department of Scholarships and Financial Aids.
- 9.4 The Personnel Coordinator shall give each student a copy of the Student Assistant Policies (see separate Student Assistant Manual).
- 9.5 The Personnel Coordinator's office shall prepare a University Personnel Action Request for the appointment.

Sponsor: John Corbin, Assistant Director for Administration
Submitted: August 20, 1981

Approved: Policy Committee (September 14, 1981)
ASC/Department Heads (October 20, 1981)

Robin N. Dawnes Date Nov. 9, 1981
Director of Libraries

UNIVERSITY OF CHICAGO

2/19/82

Student Employment

The University of Chicago Library employs as many students as possible in jobs where the students' irregular part-time schedules match the working needs of the Library. Students are trained for varying levels of duties, but even the most routine of these duties requires continuity of service for adequate performance of the work. Thus each student employee should commit himself to a regular work schedule. Erratic attendance, lack of punctuality, and the sudden resignation can seriously disrupt the services of the Library.

I. Definition of Student Employees.

Student employees are all persons whose names appear on the Registrar's list of registered students of the University of Chicago except those on that list who are University employees and are participating in the tuition remission program.

Student employees may maintain either a part-time work schedule, or a full-time work schedule when not enrolled in Summer Quarter. Social Security payments are not withheld from a student employee's salary. However, student employees are not eligible for regular University paid benefits. The Library does not offer student positions with vacation, sick leave and personal holiday benefits. The maximum number of weekly work hours is 19.5.

II. Employment Procedure and Student Employees' Responsibilities

Applications for student employment can be filled out at Library Personnel Office. Previous applicants who wish to be considered for the current quarter should come in to update their applications. Employment requisitions for hiring students for any position in the Library are forwarded by supervisors to the Library Personnel. The applicants are referred to the hiring supervisors by Library Personnel for job interviews. If a student is offered a position he should return to the Library Personnel for further payroll processing. All job classifications and salary levels must be approved by Personnel.

The employment of students is on a quarter-to-quarter basis. Normally a student employee can expect to work through the quarter in which he is hired. Students whose performance is satisfactory are expected to remain on the job for the next quarter. To ensure and promote equitable appraisal of the student employees' performance in relation to their jobs, performance evaluation will be prepared every six months, and once a year after two initial ones.

Student employees must record, daily, the actual time worked, in ink, on the appropriate time card and sign the time card. The supervisor will check the time card, initial it, and submit it to the Library Office.

Student employees working on classified clerical positions are paid at the same rates as those for regular clerical employees. Their step increase eligibility will be computed by Library Personnel on a basis equivalent to a full-time schedule (480 hours for progression to Steps 2 and 3; and 975 hours for progression to Steps 4 through 10). Once a student moves into the merit zone, a total of 975 hours must be reached between merit increases. No rate may exceed the merit maximum for the salary grade.

If for any reason the position must be eliminated during the course of the quarter, or for the subsequent quarter, the student employee will be given a minimum of two weeks' advance notice. By the same token, a student who wishes to discontinue the work, should also give a minimum of two weeks' notice.

The supervisor should be notified as promptly as possible if a student is unable to report for work at the scheduled time because of illness or other emergency.

Student employees may interrupt their service in the Library for the summer quarter without losing their seniority. Upon their return they will be considered for placement according to their seniority.

III. Priority for Filling Vacancies

Provided that ability and qualifications are equal, applicants are placed in the following priority order:

1. Applicants already working in the department of the library where the vacancy exists, in the order of the total hours of service in the Library system.
2. Applicants working in other library departments, in the order of their total hours of service in the Library system.
3. Applicants with satisfactory previous work records in the Library system.
4. New applicants without previous work records in the Library system, chronologically by date of application.

IV. Change in Employment Status

The Library allows a student employee, who is no longer registered but is writing/doing research for a paper/thesis, to continue in a student position in the Library for the proscribed period of time, provided that he bring the Verification of Unregistered Student Status signed by his or her Dean of Students. However, his or her status will be changed from "primarily student" to that of "primarily employee".

Graduate students working on a dissertation following the completion of all coursework may be exempt from FICA tax withholding and thus considered "primarily students" only if they are registered in "Dissertation Research" and certified as full-time students by the appropriate Dean of Students. (These students may usually work no more than 15 hours per week.)

JOB DESCRIPTION AND CLASSIFICATION

PENNSYLVANIA STATE UNIVERSITY

UNIVERSITY LIBRARIES

FOR ALL POSITIONS WITHIN THE "UNIVERSITY LIBRARIES" LISTING, CONTACT ANNE MINSHALL, PERSONNEL COORDINATOR / E505 PATTEE LIBRARY. 865-0401

DEPARTMENT: Research & Standards
SUPERVISOR: Sylvia Carson
JOB TITLE: Document Maintenance Clerk
DESCRIPTION: Clerk will be responsible for clerical activities related to the PSUL catalog file. Work performed will involve: clerical support in the preparation of reference and procedural manuals; other general duties such as photocopying catalog cards., etc.
NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Slavic
SUPERVISOR: Dr. W.O. Luciw
JOB TITLE: Slavic Assistant
DESCRIPTION: Duties include; a) aiding in preparation of order request forms by determining correct author entry and verifying title, publisher, date, Library of Congress number, and series information; b) shelving; c) alphabetizing; d) checking Library card catalog for duplication; e) filing; f) delivering books to the cataloging or Serials depts. or to the Slavic Section from storage or to storage facilities as required; g) opening parcels and shelving books; and h) related duties as assigned by supervisor.
NUMBER OF STUDENTS REQUESTED: 5

DEPARTMENT: Rare Books
SUPERVISOR: Charles W. Mann
JOB TITLE: Rare Books Student Assistant
DESCRIPTION: Simple filing
Basic Typing.
Assisting with orderly maintenance of Rare Books Room.
Other duties as assigned.
NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Physical Sciences
SUPERVISOR: C. J. McKown
JOB TITLE: Phys. Sci. Lib. Student Assistant
DESCRIPTION: Assignments at the Information Desk, dealing with the public, interpreting library records, circulation of library materials, shelving books and periodicals; some clerical work involved. Other duties as assigned.
NUMBER OF STUDENTS REQUESTED: 3

DEPARTMENT: Penn State Room
SUPERVISOR: Leon J. Stout
JOB TITLE: Archival Assistant-University Records and Manuscripts
DESCRIPTION: Duties include arranging materials chronologically or alphabetically in predetermined categories, placing materials in and labelling file folders, and describing materials upon completion of processing.

NUMBER OF STUDENTS REQUESTED: 3

DEPARTMENT: Microforms
SUPERVISOR: Peggy Augustine
JOB TITLE: Microforms Assistant
DESCRIPTION:
1. File and retrieve microforms.
2. Assist the public in retrieval and use of microforms, including demonstrations of microform viewers and printers.
3. Provide assistance to the public in the use of basic library finding tools.
4. Assist with basic processing and collection maintenance activities such as stamping, filing catalog cards, inventorying, etc.
5. Type labels, cards, lists, etc. relating to microforms.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Math Lib.
SUPERVISOR: Sarah Lattimer
JOB TITLE: Math Library Student Assistant
DESCRIPTION: Assignments at the Information Desk, dealing with the public, interpreting library records, circulation of library materials, shelving books and periodicals; some clerical work included. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 2

DEPARTMENT: Maps
SUPERVISOR: Amelia S. Harding
JOB TITLE: Student Assistant
DESCRIPTION: Will have assigned desk duty to help library patrons.
Refiling of map materials.
Shelving atlases and book materials.
Processing of depository materials.
Processing and filing of "travel" materials.
Shelf reading.
Indexing.
Typing desirable not essential.
Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 2

DEPARTMENT: Life Sciences
SUPERVISOR: Dr. Keith Roe
JOB TITLE: Information Desk and Materials Assistant
DESCRIPTION: Meet and assist other students in finding library materials in those subjects. Activities may include processing and shelving newly received journals and reference books, searching for missing issues, photocopying, answering informational questions at the Life Science Reference desk. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Lending Services/Reserves
SUPERVISOR:
JOB TITLE: Student Assistant
DESCRIPTION: Employee assists at the Reserve Circulation desk helping patrons locate library materials, charging out and discharging library materials, shelving books and helping to maintain the physical upkeep of the reading rooms and book collections. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Lending Services/Pollock
SUPERVISOR: Rebecca A. Traweek
JOB TITLE: Library Student Assistant
DESCRIPTION: Employee assists at the circulation desk in helping patrons locate library materials, charging out and discharging library materials, shelving books and helping maintain the physical upkeep of the reading room and book collections. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Lending Services/Photodup.
SUPERVISOR: Jerry Olsen
JOB TITLE: Photoduplication Student Assistant
DESCRIPTION: Photocopies Reserve Reading Room material. Folds, collates and staples it.
Keeps statistics on amount of work completed.
Helps with sales at counter.
Helps with photocopying of requests from off-campus.
Keeps Serial holdings volumes up-to-date.
Files request forms.
Other related duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Lending Services
SUPERVISOR: Wayne Baumgardner
JOB TITLE: Student Assistant/Aid to Handicapped
DESCRIPTION: Primary responsibilities assist physically handicapped users of the library locate bibliographic materials and retrieve them from the stacks and to read information in the card catalogue and bibliographic works in order to help users find information they need. Work-study students will be expected to work in the Lending Services Department and be subject to immediate call if assistance to a physically handicapped user is needed. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 3

DEPARTMENT: Lending Services
SUPERVISOR: Wayne Baumgardner
JOB TITLE: Student Assistant
DESCRIPTION: Pick up books throughout library and shelve them in their proper area, as directed.
Assist library personnel in shifting books and maintaining general stack orderliness.
Other duties as assigned, including book moving projects, labelling, charging and discharging books, and renewing books by phone.

NUMBER OF STUDENTS REQUESTED: 12

DEPARTMENT: Labor Archives
SUPERVISOR: Ronald L. Filippelli
JOB TITLE: Archives Assistant
DESCRIPTION: Position requires no special skills. The responsibilities in processing include the removing of staples and paper-clips, duplicates, and photographs from the collection; arranging materials chronologically and alphabetically; describing the collection upon completion of the processing and preparing lists of materials processed under the supervision of the Archivist and his assistant. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 5

DEPARTMENT: Inter library Loan Dept.
SUPERVISOR:
JOB TITLE: Student Assistant
DESCRIPTION: File patrons' request cards and teletype forms as they are completed.
Sort and mail "Notice of Return."
Verify requests from other institutions in the card catalogue and enter call numbers on request forms.
Pick up materials from the library stacks.
Answer telephone and perform receptionist duties.
Some typing of interlibrary loan request forms and of lists needed for record purposes.
Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Engineering Library
SUPERVISOR: Helen Archer
JOB TITLE: Engineering Library Student Assistant
DESCRIPTION: Assignments may include one or more of the following:
Working at the Information Desk, dealing with the public, interpreting library records, circulation of library materials, shelving books and periodicals; some clerical work included. Other duties as assigned.
NUMBER OF STUDENTS REQUESTED: 2

DEPARTMENT: Documents
SUPERVISOR: Chris Whittington
JOB TITLE: Personnel Coord.
DESCRIPTION: Position consisting of a workload divided primarily between shelving, shelfreading, and microforms filing. The work itself involves reshelving books and documents, shelfreading, taking various forms of circulation statistics, filing, perhaps some typing and other minor projects. Work of public service nature may be required occasionally. Other duties as assigned.
NUMBER OF STUDENTS REQUESTED: 2

DEPARTMENT: Interlibrary Loan
SUPERVISOR: H. R. Lloyd
JOB TITLE: Student Assistant
DESCRIPTION: Verify interlibrary requests in the card catalogue and enter call numbers of request forms. Pick up materials from the library stacks. Photocopy requested material. Discharge books that have been returned and return discharged books to the sorting area. File request forms in "in process" and "completed" files. Other duties as assigned.
NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Arts
SUPERVISOR: Jean Smith
JOB TITLE: Arts Library Student Assistant
DESCRIPTION: Assists at the circulation desk assisting patrons with information, charging out and discharging library materials and helping to maintain the physical upkeep of the room and collections. Signs out music cassettes and playback equipment for use in the Arts Library and provides instruction in use of equipment. Other duties as assigned.
NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Bibliographic Resources
SUPERVISOR: JoAnne Williams
JOB TITLE: Reading Room Attendant
DESCRIPTION: Duties under general supervision of periodicals Supervisor, are participation in the following activities within the Serials Department: processing of mail, including receiving and distribution; maintenance of collection and premises; provision of information to the public, including basic interpretation of records and indexes; knowledge of general functions and locations of all library areas; handling of duplicate materials. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 2

DEPARTMENT: Arts
SUPERVISOR: Carole Franklin
JOB TITLE: Processing Assistant
DESCRIPTION: Primary duties to index (provide tape counter numbers) for music cassettes in Pattee Library's Arts Library Collection. Some other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Architecture reading Room
SUPERVISOR: Linda Zimmers
JOB TITLE: Architecture Reading Room Assistant
DESCRIPTION: Assists at the circulation desk assisting patrons with information, charging and discharging library materials. Assistant helps to maintain physical upkeep of room and collections which includes shelving books. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT: Admin.
SUPERVISOR: Anne Minshall
JOB TITLE: Office Assistant
DESCRIPTION: Typing (form letters, addressing envelopes)
Preparing Xerox copies
Assembling, stapling materials
Posting notices throughout the building
Doing errands to other campus buildings
Sorting, distributing mail
Preparing mailings
Filing
Answering Phone, referring calls
Other similar duties

NUMBER OF STUDENTS REQUESTED: 1

RA13/62A
5/20/81

DEPARTMENT:
SUPERVISOR:
JOB TITLE:
DESCRIPTION:

Instructional Program
Elizabeth Ellis
Student Aide - Instructional Program
Responsible for lending records of equipment and books;
picks up, shelves and arranges books in Rooms C5, 6
and 7; arranges furniture suitable for individual
instruction; assists in taking inventory of equipment
and books; assists in collation of classroom
materials operates media equipment for large classes
and assists in xeroxing instructional materials.
Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 1

DEPARTMENT
SUPERVISOR:
JOB TITLE:
DESCRIPTION:

Earth & Mineral Sci. Libr.
E. T. McWilliams
Engineering Library Student Assistant
Assignments may include one or more of the following:
Working at the Information Desk, dealing with the
public, interpreting library records, circulation of
library materials, shelving books and periodicals;
some clerical work included. Other duties as assigned.

NUMBER OF STUDENTS REQUESTED: 2

RIVER CAMPUS LIBRARIES
University of Rochester
Student Employee Job Description Form

JOB CODE NBR. CC-1

Job Title Circulation Desk Attendant Department Circulation
Job Classification Desk Attendant II Date 1/80

BRIEF SUMMARY OF POSITION:

Serves as Circulation Desk attendant within guidelines of the Student Procedure Manual and carries out all typical duties of the circulation desk during assigned hours. The person is expected to assist library patrons with courtesy and dispatch; and to enforce the rules and regulations, and to report any unusual incidents to the person in charge.

SUPERVISION

Received: Under the direct supervision of the Circulation Desk and Workroom supervisor who assigns and administers work schedules and duties. On evenings and weekends, work is directed by Circulation Senior Library Clerks. Full time staff in the department may assist in assigning work.

Exercised: None

MACHINES & EQUIPMENT (used in connection with regular job responsibilities)

Any machines necessary for the operation of the Circulation Desk such as, charging machines, cash register and electric dater.

TYPICAL DUTIES (list according to time spent on each duty with job requiring the most time at the top of the list)

1. Serve as attendant at the Circulation Desk
2. Charge and discharge library materials
3. Answer simple information questions, directing patrons to proper source of information
4. Alpha-numerical filing
5. Other simple, routine tasks as assigned.

QUALIFICATIONS:

Qualified U. of R. student
Competency in the English language
Ability to deal tactfully with library patrons

SPECIAL NOTATIONS: (i.e., graduate student only, junior preferred, etc.)

Usually, but not restricted to, undergraduate students

RIVER CAMPUS LIBRARIES
University of Rochester
Student Employee Job Description Form

JOB CODE NBR. DC1

Job Title Documents Section Reference Clerk Department Documents Section (Reference Dept.)

Job Classification Library Clerk Date 1/80

BRIEF SUMMARY OF POSITION: Incumbent is responsible for oversight of Documents Section and performance of basic reference and processing functions during selected weekend periods. Incumbent maintains informal liason with Reference staff at main information desk and makes referrals to other library areas as appropriate. Position includes responsibility for general physical security of Documents Section and collections housed there. On occasion, employee may be required to provide advisement on subject searches which exceeds basic reference level; i.e. some knowledge of research methodology for government documents questions is necessary.

SUPERVISION

Received: Supervised directly by Head, Documents and Microtext Sections

Exercised: None

MACHINES & EQUIPMENT (used in connection with regular job responsibilities)

Microfiche reader
Microfilm reader
Microprint reader
Addressograph (for circulation)

TYPICAL DUTIES (list according to time spent on each duty with job requiring the most time at the top of the list)

1. Files or otherwise places in order various government documents, including microfiche.
2. Sorts and arranges on book trucks various government documents.
3. Provides basic reference service to patrons using government documents, including advisement on correct procedure and appropriate indexes at times.
4. Charges out documents to all qualified borrowers.
5. Maintains general Documents Section reference area, reshelving materials and straightening up room as necessary.
6. Assists staff at main Reference Desk with documents-related questions as necessary.

QUALIFICATIONS:

The incumbent(s) must possess fluency in the English language and the ability to communicate well with all sectors of the public. The ability to learn the content and application of basic bibliographic tools in the Documents Section and apply these appropriately in the resolution of simple reference queries is also essential.

SPECIAL NOTATIONS: (i.e., graduate student only, junior preferred, etc.)

RIVER CAMPUS LIBRARIES
University of Rochester
Student Employee Job Description Form

JOB CODE NBR. CC-6

Job Title Evening/Weekend Student Leader Department Circulation
Job Classification Senior Library Clerk Date 1/80

BRIEF SUMMARY OF POSITION:

Responsible for the evening and/or weekend operation of the Circulation Desk and for the security of Rush Rhees Library.

SUPERVISION

Received: Under direct supervision of the Circulation Desk and Workroom supervisor

Exercised : Directs the work of Desk Attendants and Library Clerks in the evenings and/on weekends in the absence of the Circulation Desk and Workroom Supervisor.

MACHINES & EQUIPMENT (used in connection with regular job responsibilities)

Photocopy equipment; charging equipment; public address system; annunciator panel; fire extinguishers

TYPICAL DUTIES (list according to time spent on each duty with job requiring the most time at the top of the list)

1. Directs the work of desk attendants and supports them in maintaining service standards
2. Acts as student leader, including disciplining of student workers when necessary
3. Assists in training students
4. Performs various complex assigned duties connected with operating the Circulation Desk (see supplementary instruction sheets)
5. Resolves problems and handles complaints within prescribed areas of authority
6. Advises Circulation Desk and Workroom Supervisor of problems that arise
(continued on back of form)

QUALIFICATIONS:

competency in the English language; ability to work effectively with subordinates; possess the maturity to handle stress and emergency situations without direct supervision

SPECIAL NOTATIONS: (i.e., graduate student only, junior preferred, etc.)

Prefer graduate student with previous work experience in a responsible position; should be committed to work for a minimum of one year, 15-20 hours/week.

University of Rochester
Student Employee Job Description Form

Job Title Retrospective Conversion Clerk Department Catalog

Job Classification Library Clerk Date January 5, 1982

BRIEF SUMMARY OF POSITION:

Project consists of the conversion of the U/R catalog records from card format to machine-readable format, utilizing the OCLC data base. The project is the first step in the automation of various library procedures. Student clerk is responsible for searching data base for correct records to match shelf-list card and entering U/R holdings into the data base. Also searches National Union Catalog for Library of Congress copy.

SUPERVISION

Received: General under the direction of Library Assistant, Senior Library Assistant or Professional Librarian. However, once training is completed, should be able to function unsupervised as required.

Exercised: None

MACHINES & EQUIPMENT (used in connection with regular job responsibilities)

OCLC terminal, (CRT), typewriter, microform equipment

TYPICAL DUTIES (list according to time spent on each duty with job requiring the most time at the top of the list)

Call-up, match, edit and enter into the data base, catalog cards from shelf-list
Search for catalog copy in the National Union Catalog
Input workforms into the data base
Identify problems and refer them to library assistant or project supervisor

QUALIFICATIONS:

Competency in the English Language, ability to work efficiently with a keyboard (i.e., typewriter or computer terminal), able to read print on CRT

SPECIAL NOTATIONS: (i.e., graduate student only, junior preferred, etc.)

must have ability to follow established procedures and to perform work requiring considerable detail and accuracy; must be able to work a minimum of (9) hours per week, between hours of 4-10 p.m. Monday thru Friday and 8 am - 6 pm Saturday
Foreign language helpful

ORIENTATION AND TRAINING



INDIANA UNIVERSITY

THE UNIVERSITY LIBRARIES

OFFICE OF THE DEAN
Bloomington, Indiana 47405
(812) ~~335-3933~~ 335-3933

January 28, 1983

Dear Colleague:

You have asked about the computer training modules for library employees developed at the Indiana University Libraries. We are pleased with your interest, and we want to share what we have done.

To begin to use the lessons immediately, your library supervisors and employees need access to a PLATO computer terminal connected to the "CERL" PLATO system at the University of Illinois. If you have access to a PLATO terminal connected to the "CERL" University of Illinois PLATO system, ask someone at your location to make available to you a signon with access to these two lessons, whose file names are "LC1" and "LC2". I have enclosed a description of the lessons and brief instructions about accessing the lessons.

There is no charge to use these lessons in the Illinois system. The development of the lessons was funded by the H. W. Wilson Staff Development Grant in 1981/82 with the understanding that the product would be available to the library community.

At this time the lessons are available only on the PLATO computer system. Last fall a Bloomington campus computer development office at Indiana University began the process of writing the lessons for additional computer systems.

Please write me again, if you have questions.

Sincerely,

Frances Wilhoit
Project Director

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GUIDE FOR USING LIBRARY TRAINING MODULES ON PLATO

Indiana University Libraries, Bloomington
January 1983

Two training lessons have been prepared for library supervisors to use as part of the training for employees. The two lessons are "Using Library of Congress Call Numbers" and "Using the Card Catalog." The lessons are available for using PLATO are given at the end of the Guide.

Using Library of Congress Call Numbers

The Library of Congress call number lesson requires the employee to practice a series of simulated library tasks involving call numbers (copying LC call numbers from the catalog, shelf reading, shelving, using the shelflist, and checking charge cards.) The lesson assumes that the learner knows little if anything about call numbers. Hence, the instructional information is simple and repetitive. The employee should work through the lesson in one sitting. The lesson requires approximately 45 to 60 minutes to complete.

A pilot test of the Library of Congress call numbers lesson demonstrated that the lesson prepares employees to begin shelving immediately with modest supervision. In other words, the results of the pilot test indicate that the lesson will improve training in call numbers but will not do away with the need for additional on-the-job practice and supervision. Employees in the pilot test said they enjoyed learning on the computer. Computer learning reinforces the practice of following instructions precisely.

Using the Card Catalog

The second lesson is based on the elements of the card catalog at the Main Library at the Bloomington campus of Indiana University. Because research libraries are organized individually this lesson will require some alterations to describe local arrangements, practices, and policies. Most of the information in the lesson is basic to card catalogs in large libraries. This single lesson does not teach the card catalog in depth, and the reference librarians are presented in the lesson as an essential resource. Because using the catalog can be overwhelming for new employees, it is suggested that the lesson be divided into two or three assignments.

The lesson simulates eight problems for which library patrons often request help. The eight problem simulations are presented as dialogues between the employee and fictitious library patrons. With this format the employee learns by doing. The problem simulations require the employee to learn the fundamental principles of using the card catalog while helping the patrons with their problems. The concepts and procedures taught in each dialogue are:

- 1) General description of card catalogs--union, author-title, and subject, and a discussion of general filing rules;
- 2) Special filing rules for abbreviations and numbers;
- 3) Finding a book by subject;
- 4) Locating a journal title;
- 5) Journal titles not found in the catalog;
- 6) Journal held by the library and not yet cataloged;
- 7) Locating a newspaper;
- 8) Using the shelflist.

It is recommended that the supervisor assign the first three dialogues as a unit and that the supervisor review the filing rules with the employee. The lessons on serials, #4-7, are a second unit for an assignment. The supervisor should questions the employee about the information in the lesson and should explain variations in the local library. Dialogue #8 on the shelflist could be assigned as a separate unit or combined with the first three lessons. In the pretest, employees who were familiar with the card catalog finished this lesson in one hour. Dividing the lesson into three parts may require about two hours to complete.

DIRECTIONS FOR USING THE PLATO COMPUTER TERMINAL

A PLATO computer terminal will respond when the "next" key is pressed by asking for identification or access codes.

1. Access codes:

For the lesson "Using Library of Congress Call Numbers," the PLATO name is "librarian" and the PLATO group name is "iulib."

PLATO name - librarian
PLATO group - iulib

For the lesson "Using the Card Catalog," the PLATO name is "patron" and the PLATO group is "iulib."

PLATO name - patron
PLATO group - iulib

2. To exit, hold down the SHIFT key and press STOP.

3. All directions for proceeding are described in the lessons.

4. Corrections, questions, and suggestions may be sent to Frances Wilhoit, Journalism Library, Ernie Pyle Hall, Indiana University, Bloomington, IN 47405. Telephone 812-335-3933

SHELVERS ORIENTATION CHECKLIST

LIBRARY TOUR

- _____ How to identify UGL book
- _____ Reference Area
- _____ Atlas & Map Area
- _____ Card Catalog
- _____ Microfiche Areas
- _____ Career Reference
- _____ College Catalogs
- _____ General info on Media & Reserves
- _____ PRR
- _____ Information file
- _____ Smoking Lounge
- _____ 5th floor - The following on all floors:
 - _____ 4th floor fire extinguisher locations
 - _____ drinking fountains
 - _____ 3rd floor restrooms
 - _____ pencil sharper
- _____ 2nd floor stacks
- _____ 2nd floor, browsing collection
- _____ Fire procedures
- _____ Book drop
- _____ Key to drop
- _____ Key to lights
- _____ Opening & closing procedures
- _____ Office supply cabinet
- _____ Schedules posted
- _____ Time cards
- _____ Routing shelves in office
- _____ Book trucks
- _____ Book ends
- _____ Scrap paper

_____ Read shelve manual

_____ Practice putting books in
order from routing shelves
in office.

INFORMATION TO DISCUSS

- _____ Coat racks
- _____ Lockers
- _____ Required meetings
- _____ Rest periods & breaks
- _____ Absences & Tardiness
- _____ Substitute sheets
- _____ Telephone lists
- _____ Resignation, dismissal &
Probation
- _____ Evaluations
- _____ Vacation periods
- _____ Food & Drink on duty
- _____ Studying on the job
- _____ Office & equipment not
available for personal
or patron use.
- _____ Give policy list
- _____ Introduce to staff
- _____ Mending desk
- _____ Lost + found
- _____ Notes posted on timeclocks
- _____ Notes placed in random
folder.

DESK WORKERS ORIENTATION SCHEDULE

(Since most desk workers were shelvers before, they will not need complete orientation to library such as tours, time cards, etc.)

Routines to learn:

- _____ Gate controls
- _____ Tattle tape system
- _____ Telephones
- _____ Cash Register
- _____ Request Change from Supervisor
- _____ Xerox refunds & policy
- _____ Statistic Sheets
- _____ Opening and Closing Procedures
- _____ Circulation file
- _____ Desk workers manual - step by step

Things to mention:

- _____ Food and drink at desk
- _____ Substitutes
- _____ Breaks and lunch periods
- _____ Locate - Media Center, Children's Collection, Resource Center for the Visually Impaired, Reserves, Halls of Residence
- _____ Reference Desk

ESSENTIAL INFORMATION FOR STUDENT ASSISTANTS

AT THE CIRCULATION DESK

The most important information is to ask if you are unsure about something. Too often, something is done or said which is completely inaccurate and the consequences may be severe! Therefore, ASK, do not assume!

Role of the Student Assistants

The Student Assistants at the Circulation Desk are responsible for assisting the regular full-time staff with most of the normal, day-to-day operations, which include the following: charging out materials; assisting patrons; paging materials; filing; carding and double-carding; collecting fines and other fees; and occasionally assisting the staff with their regular daily duties (overdues, recalls, reserves, counts, and others).

STUDENT HANDBOOK

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Duties of Student Assistants

I. CUSTOMER SERVICE

Patrons

The primary duty of all student assistants is to offer immediate service to patrons at the Desk.

Telephones

When either Circulation Desk phone rings, answer, "Baker Circulation Desk, may I help you?" These phones may not be used for personal calls or by non-library staff. Patrons should be directed to the pay phones at either end of the Reserve Corridor, where there are also Centrex phones for dialing college extensions.

If Mr. Lach is not in his office, allow his phone to ring three times, then answer "Mr. Lach's office," and take a message.

If the intercom buzzes, first press the button for the appropriate floor. Answer "Circulation Desk," making sure you press the black button on the phone whenever you are speaking and release it to listen. When you finish answering the patrons question, press the white button on the right side of the intercom to break the connection.

Books

1. Charging out books

The student inserts the borrower's ID into the charge-out machine under the charge card (or buff card for journals) and presses the key for the appropriate loan period. The same date is also stamped on the date due slip in the back of the book or, in the case of journals, the due date is stamped on the "limited loan" slip which is then placed inside the journal. The charge card or buff should then be placed in the appropriate section of the charge-out box.

For books being charged out to studies and lockers, the study or locker number must be noted on the charge card and a study clip placed on the card, and a white slip placed within each book.

When anyone wishes to charge out a book for a professor, there must be on file at the Circulation Desk a letter from the professor authorizing this, and the student assistant must refer to this before charging out the book. The book should then be charged out in the professor's name and initialled by the authorized person.

Check the dates on all GB cards -- no expired card is valid.

Check the current student directory to determine whether any student cards dated for a previous year are still valid. A card belonging to a student no longer enrolled is invalid.

All ID's and library cards are non-transferrable, which means that no one may borrow, lend or use anyone else's.

To charge out a book on a temporary card, stamp the due date on the charge card and request the borrower to print, legibly, his name, address and classification.

Before putting any card in the chargeout box, check to make sure that all information on the card, especially borrower's name and due date, are clearly legible. When a buff card has been filled out by a borrower, always verify that the call number, volume, year and title have been copied exactly as they appear on the spine of the book itself.

2. Special

Not to be confused with Special Collections, a part of the Treasure Room, Special is the locked east wing of 3 Annex and 4 Annex. The public is not allowed in Special, except for members of the library staff who sign out a key. Student assistants fetch books from Special on a patron's request, always making sure to turn off all lights and close the door firmly when leaving.

In general, journals in Special are usually located on the 4th level, monographs on the 3rd. Materials in Special have different loan periods: anything marked "non-circulating" may not go out of the building; anything with a charge card in the back is a regular two-week loan; for anything with a lower-case code letter under the call number, check the wheel under "Special" to determine its loan period; and anything else would be charged out on a buff card. A Special book being used in the library for any length of time must be charged out with that day's date and the card marked "In Library."

3. Paging

Anyone who does not have a library card and who is not a high school student may, on an occasional basis, page up to 5 books at one time, between 8 and 4:30 (not at night or on weekends). The borrower must fill out one paging form per book, completely and legibly, and the student writes down the type and number of the identification presented (a current driver's license is the preferred type of ID, and in this case the student should write down the state as well as the license number).

After the student pages a book from the stacks, he should make sure the information on the paging slip matches the information on the spine of the book; clip the charge card (or a blank buff if there is no charge card) to the paging slip and file these in the paging box; then place a yellow slip in the book before handing it to the patron, explaining that it is for use in the building only and must be returned to the front counter when the patron has finished with it.

Fines

1. Cash drawer

Except when making change, record all money added to or subtracted from the cash drawer in the appropriate column on the daily cash sheet provided in the drawer.

Checks should be made out to Dartmouth College and should include the person's address, and they must be written in ink. Checks should not be written for less than a dollar, and never for cash.

Change should not be made for large bills (\$10 and \$20) if the Desk will then be left without any change.

2. Collecting fines

The following fine rates are currently in effect:

- monographs -- .10 per day per book for all borrowers except faculty, library staff and administration.
- journals -- 1.00 per day per journal for all borrowers except faculty, library staff, administration, and graduate students.
- .10 per day per journal for graduate students.

All fines are cut in half when they are paid the same day that the books are returned.

The maximum fine is \$20 per book.

When a fine is paid, the amount must be recorded on the cash sheet and the date due slip stamped "paid" below the most recent date. If the fine being paid is for a journal, the buff card must be pulled out of the file.

There is now an additional fine on recalled books that are not promptly returned, at the rate of 1.00 per day (maximum \$20.00); these should be referred to a staff member.

Cards

1. DC cards

Students may give out permanent DC cards (replacing green temporary cards) at the request of a patron. Remove the pink registration card from the temporary DC file; remove the black clip, check "access card issued," and fill in the date, then re-file the pink card in the permanent DC file. After verifying that the name and address on the DC card is correct, give the card to the patron along with the information sheet, and ask the patron to sign the back of the DC card.

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2. Encoding cards

To encode any library card, insert it arrow first into the encoder, turn the power on, and press the "push to write" button twice.

DARTMOUTH COLLEGE LIBRARY

Information
for Student Assistants

In
Special Collections

The Special Collections Division embraces three major sections: The College Archives, Rare Books, and the Stefansson Collection. Descriptions of these departments appear on a separate sheet. Usually eight students are assigned to Special Collections during the term time, and we rely on them to help us get our work done. This information is prepared to assist in the orientation of student assistants in Special Collections.

Some of you may be assigned to special continuing projects, but all of you must be prepared at any time for a sudden shift in assignment, as circumstances and needs in the department vary. Because library work is often very precise, careful attention to detail is essential; for example a miscopied number can be useless, and a misshelved book is as good as lost until it can be found. If you are in doubt, ask, don't guess.

We have made much progress bringing order into our stack and collection areas. Ultimately the objective is to have (and to maintain) a stack and shelving arrangement so well ordered that there are no problems finding things. You will quickly sense the need for good housekeeping and for careful shelving.

More than one classification scheme is in use among the various collections. The so-called name and subject collections

are for the most part arranged alphabetically by the authors' names; the old "Val" collection is arranged by the Dewey decimal system (the numbers work like dollars and cents, e.g. 873.12 comes before 873.2); and the New Hampshire collection is arranged by place and date of publication, then by author if there are several of the same date. Several collections are given running serial numbers. An increasing proportion of the collections is now classified according to Library of Congress classification schedules. The first part of the LC number consists of a letter or letters, such as A, AB, AC, etc. A single letter comes first, followed alphabetically by the double letter, such as A, AB, AC, B, BD, F, G, P, PT, PZ, etc. This is then followed by a number, such as 1, 437, 454.5, 967, 2000, etc. To arrange the books in order, first go by the letters and then by the numbers. Practice putting the following list in order on a piece of paper:

(A). PZ 2700.5, (B). F 200, (C). PN 2675, (D). P 270.5
(E). P 270, (F). PZ 270.5, (G). PJ 100, (H). PT 165,
(I) BF 220, (J). BD 175. The order should be: J, I, B, E,
D, G, C, H, F, A.

Beneath this part of the call number is what is known as the Cutter number. This is based on the author's last name and gives each book in the library a different call number. The important thing to remember about this number is that it is a DECIMAL.

This number is also a combination of letters and numbers. It is arranged first alphabetically by letter, then numerically by number, remembering that it is a decimal. Try the following examples of Cutter numbers on a piece of paper:

(A). P125J6, (B). P130, (C). P130F2, (D). P132J7, (E). P2,
(F). P112516, (G). P113F7; (H). P1251H27, (I). P1251H3,
(J). P1251H7. The order should be F, G, A, H, I, J, B, C, D, E.

Other numbers which may appear in the call number are:

1. Years of different editions of a book.
2. Different copies of the same book. These are arranged in numerical order. Copy 1 is not so designated, but copy 2 and copy 3 of course follow in order.

Some numbers are followed by small lower case letters, a, aba, abb, etc., which are arranged alphabetically.

Complicating the normal shelving order are some small letters: p, meaning pamphlet, as in "p.NH" (a collection in a vertical file), q. before the Cutter number meaning quarto, a technical term which designates books about 11 to 15 inches in size; a "f" before the Cutter number meaning folio, for even larger books. These latter are usually on the bottom shelf of the book range. "Elephant shelf" refers to books in the very large flat shelves on the north wall of the rare book stack. In some sections, notably "Presses", quarto volumes are often inter-shelved with octavos (books of normal dimensions.)

The materials in Special Collections are separately housed for a variety of reasons. They may be actually very rare, costly or irreplaceable; they may be part of a larger collection and valuable for their contribution to a total picture rather than for intrinsic worth; they may illustrate a literary or bibliographical point in a unique way; they may have a relationship to Dartmouth.

Whatever the reason for being set apart, they should be treated with care approaching reverence.

Here are precautions which experience suggests need to be emphasized:

Remove books from the shelves from the sides, or at least in such a way that no pull is exerted on the head-band (the top of the "spine" on the back of the book.)

Do not jam a book onto a shelf if the books are too tight. Adjust the shelving or report the situation. Be sure that a book support does not obstruct the shelving of a book; it can do much damage.

Do not load a pile of books in your arms. You might trip or drop some of the books. Limit yourself to what you can carry in your hands.

In addition to procuring, shelving, moving, oiling, or cleaning books, students are assigned a number of tasks too varied to be detailed here. They may, for example, sort theatre programs or correspondence, type labels, type headings on cards, or take inventory of the collections.

Decorum. Because most of the work is behind the scenes, and much of it is dirty, you may work in college dress. Although we wish to maintain an atmosphere of quiet and friendly helpfulness, we wish also to avoid unnecessary long conversations and socializing. Library telephones are for library business. Under no circumstance should students invite friends or the public to the work or stack areas. (Sometimes, in June, students like to show their families where they have been employed. We are always happy to greet such

guests.) All that is usually required is a responsible sense of business office conduct.

Breaks. Because student workers usually work for a few hours at a time only, breaks are not normally given. If it should happen that you work a four hour stretch, a break may be scheduled, but you must never just walk away from your assignment.

Absences. If you are ill, telephone (646-2571) (for Stefansson 646-2580) before the time you are scheduled to work. You will be expected to work when scheduled, and any deviations for participation in field trips, to take an exam, or the like, should be cleared in advance. Time so pre-arranged may be made up.

Time Sheets. Each day, indicate the exact time periods you have worked, on your work sheet (kept on the Secretary's desk.) Every two weeks, fill out your official time sheet. This is done on a Friday, one week prior to pay day. (If you are not scheduled to work on Friday, complete your time sheet on the last day you work in the pay period.) The check is sent to your Hinman box. After three terms, you are eligible for a pay increase.

Evaluations. A student serves initially during a trial period; and at the end of each academic year, he will be evaluated.

Welcome to the Staff.

Walter W. Wright

Walter W. Wright
Curator of Rare Books and
Chief, Special Collections

STUDENT ORIENTATION FOR STACKS

Welcome to A S U Library's Stacks Division of Access Services. We consider student employees to be a vital component of our staff. Consequently this information is provided to give you an introduction to the department and the role that you have as one of it's staff members.

A S U Library, holding over 1½ million volumes in its collections, spends over \$2 million each year on library materials. The collection is currently expanding at an annual rate of approximately 80,000 volumes. Our library ranks both in holdings and acquisitions budget among the top 75 research libraries in the U. S.

The Stacks Division is one of five units within the library department called Access Services (the others are: Circulation; interlibrary loan; Microform Service; and Current Periodicals/Reserve). Like the other Access Services units, our mission is to manage the library's collection and provide patron access.

The position you are about to begin is definitely one considered behind the scenes. Behind the scenes, yet vitally important. Imagine if you will 1,500,000 volumes where approximately 80,000 of those volumes are reshelved per month; that is a large undertaking. Shelving is not totally visual to the running of the library, yet it is there and it is vitally important.

The Stacks division is broken down into four areas:

1. Level One which houses mainly the A's and the Z's
2. Level Three houses Q - V which is mainly science
3. Level Four houses B - HX which is mainly Social Science.
4. Level Five housing J - P which is mainly Humanities

You are to work your assigned schedule on your assigned level. When clocking in or out please keep as close to the hour or one/half hour, as much as possible. You are to clock in at the timeclock on level two, take your timecard into the return area, placing the card in the gray card rack next to the book drop. At the end of your shift you then go down to the timecard rack in the return area, retrieve your card, clock out and leave your card in the rack next to the timeclock.

A sign in/sign out sheet for beginning your shift, ending your shift and going on breaks is found in each sorting room. Once on your level you sign your name after the date and put the time you clocked in. When you take a break you sign out, and sign in when returning. At the end of your shift you sign out.

Your main responsibility is to shelve the volumes. Unless otherwise instructed, you will shelve on your assigned level. When shelving from a cart, the volumes are to be pulled to the edge of the shelf and the book ends should be placed to hold the books upright. Where do the volumes to be shelved originate? The majority are volumes that have circulated and have been returned to level two. They are then placed on carts to be returned to their sorting rooms. The volumes on the full carts are standing up as if they were on the shelf, two rows per shelf, three shelves per cart. The cart is BROKEN DOWN, meaning that the volumes are shelved in the sorting room in general call number order. For example: the Q's or the QD400's or TL1-100 are on that particular shelf. Once the cart is empty, or the sorting room is full, a cart is made up. A supervisor places the volumes with spines up onto the empty cart, putting them in exact call number order.

In each sorting room there is a log sheet that records all carts that need to be shelved. Each cart is recorded with beginning call numbers, ending call numbers, the number of the cart, the number of books, and the initials or name of the person that made the cart. There is space for your name and the time you take the cart out. Information on this sheet for breaking down is the person's name, the time, and the cart number. You may also do what is referred to as PICK UPS. Pick ups should be done approximately every two hours. Consisting of taking an empty cart and going to areas where patrons have left volumes when they have finished using them. Most of this is done from the black shelves in the stacks which are designated for this purpose. When you take a cart out to pick up, there is a place on the log sheet for your name and time.

At times it may be required for you to work in the sorting room breaking down or making up carts. This responsibility usually is the decision of your supervisor. When you are in the sorting room, or while working in the stacks, talking should be kept at a low level. The credibility of both stacks and the library can be influenced by what patrons see and hear. The preservation of both a good public image and a good rapport with the public is the responsibility of the staff.

When shelving, you may find a volume that needs mending or a new label. Keep the volume on your cart, and when finished shelving, bring it back into the sorting room. In the sorting room, there are shelves set aside for mending and labels. A similar instance can occur when shelving and you find a volume that does not belong on that level. This is referred to as a STRAY and it is also brought into the sorting room to the area designated for strays.

STUDENT ORIENTATION FOR STACKS - Page 3

Since our library has open stacks which allow users to look for their own books and because the huge quantity of books to be shelved, it is impossible for the stacks to remain in perfect call number order. At times, you may be asked to read the shelves. This requires you to start in an assigned area and literally read call numbers of the books on the shelves for any misplaced volumes. You record the beginning call number and the ending call number on a sheet in the sorting room.

Always discuss any breaks you want to take with the supervisor on duty prior to taking it. In any case, try to choose a convenient time to be away from the department.

Pay day is every other Friday. Please be advised that there may be a three week waiting period for your first check after you begin your position.

Your check will be held for you in the department for a few days (2 to 3) It is then given to Library Administration, and from there it goes back to the Payroll Office. You must sign for your pay check ~~each day~~ on the sheet provided with the checks. Your check cannot be picked up by anyone else. If you wish to make arrangements to have your check mailed to your home, or to the bank, you must notify the Library Administration Office and Payroll Services in the Academic Services Building, to this effect.

We hope this has answered some of the questions concerning working in the Stacks Division of Access Services and look forward to working with you this semester.

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INFORMATION DESK TRAINING MANUAL
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TRAINING GUIDE

1. INFORMATION/DIRECTIONS
 - a. Read pages 1-12 in the Manual.
 - b. Familiarize yourself with the Black File Box, Black Notebook, Blue Notebook, Drawer I and the PAM Boxes.
 - c. Complete Worksheet I and have checked by the Supervisor.
 - d. Familiarize yourself with Drawer II.
 - e. Complete Worksheet II and have checked by the Supervisor.
2. CATALOG ASSISTANCE
 - a. Read pages 13-39 in the Manual.
 - b. Complete Worksheet III (Reading a Call Number and Interpreting a Catalog Card) and have checked by the Supervisor.
 - c. Complete Worksheet IV (Unusual Catalog Cards) and have checked by the Supervisor.
3. SERIAL HOLDINGS LIST (SHL)
 - a. Read pages 40 -48 in the Manual.
 - b. Have the Supervisor demonstrate the use of the SHL and the microfiche reader.
 - c. Complete Worksheet V (Determining Serial Main Entries and the use of the SHL) and have checked by the Supervisor.
4. CHECKLIST
 - a. Read pages 50 -58 in the Manual.
 - b. Have the Supervisor show you the Checklist.
 - c. Complete Worksheet VI and have it checked by the Supervisor.
5. CITATIONS
 - a. Read pages 59-62 in the Manual.
 - b. Complete Worksheet VII and have it checked by the Supervisor.
6. SHELF LISTS
 - a. Read pages 63-96 in the Manual.
 - b. Have the Supervisor show you all of the shelf lists.
 - c. Complete Worksheet VIII (Official Shelf List) and have checked by the Supervisor.
 - d. Complete Worksheet IX (Departmental Shelf Lists) and have checked by the Supervisor.
7. CLSI
 - a. Read pages 97-114 in the Manual.
 - b. Have the Supervisor explain how to use the Terminal. Please ask any questions you might have.
 - c. Complete Worksheet X and have checked by the Supervisor.
8. DETERMINING THE STATUS OF PERIODICALS
 - a. Read pages 115-119 in the Manual.
9. DETERMINING THE STATUS OF MATERIALS
 - a. Review any questions you might have with the Supervisor.
 - b. At this point in your training, the Supervisor will take you on a tour of various library locations. Use Worksheet XI. Check this list as you see each place and make any notes you think necessary.
 - c. Read pages 120 -132a in the Manual.
Have checked by the Supervisor.

10. MISCELLANEOUS

- A. Read pages 1333-148 in the Manual.
- b. Review the first portion of the Manual.
- c. Complete Worksheet XIII and have checked by the Supervisor.

11 UNDERGRADUATE INFORMATION DESK

- a. Read pages 156-184 in the Manual.
- b. Take tour of the Undergraduate Library with the Supervisor:
 - 2nd floor: Information/Reference Collection
 - Index Tables
 - Computer Lab. Room
 - UL Stacks, A-GV
 - UL Bound periodicals
 - UL Handouts
 - 3rd floor: UL Stacks H-z
 - Theses and Dissertations
 - International Library
 - Microforms Library--New York Times Index
 - Art and Maps Library
- c. Review all duties of desk staffers with the Supervisor.
NOTE: The Thursday morning UL staffer needs to replenish the handouts.
- d. Review the UL Information Desk role vis a vis the Workbook.

I. PREFACE

This manual provides information on the procedures for the Main Lobby Information Desk and serves as a learning tool for new Information Desk personnel and as a reference source for fully trained staff members. A separate manual exists for the Undergraduate Information Desk, however, much of the information provided in this manual apply to both desks. The use of this manual fosters the dissemination of accurate information at both desks and encourages communication between the public and the staff of the Information Desk.

In addition, this manual is designed so that you can proceed through it at your own pace.

1. Read through and study each section as indicated in the training manual. Review any information you don't understand with your supervisor.
2. PLEASE be critical if you don't understand. Because much of this information is second nature to us, we may not have explained it very well. PLEASE ask questions when necessary.
3. WE REPEAT: don't hesitate to ask questions about either the manual or worksheets. The workbook is not a quiz; it is designed to give you practical examples of what information is needed here at this desk.

II. GOALS AND OBJECTIVES

A. GOALS

1. To present a positive first impression of the MSU Libraries and its staff.
2. To determine library users' specific needs and refer them to other locations as appropriate.
3. To answer library users' questions about MSU Libraries locations and services and about MSU and area events, activities, and locations.

B. PRIMARY OBJECTIVE

To achieve these goals, it is necessary for all staff members to understand the difference between INFORMATION questions and REFERENCE questions. All REFERENCE questions must be referred to the appropriate reference desk or service area.

1. INFORMATION QUESTIONS

- Directions to library, campus, community locations.
- Information on library hours, library holdings, and campus and community events.
- Interpreting bibliographic citations.
- Explaining the use of the Author-Title Catalog, Serials Holdings List and CLSI to library users.

2. REFERENCE QUESTIONS

- How to locate information for a research or term paper.
- How to use the Subject Catalog.
- How to use periodical/newspaper indexes.
- Answers that require the use of sources other than the Information Desk Manual, Shelf List, Check List, black file box, black notebook, events drawer, blue notebook, library hours, maps and directories at the Desk, campus and community information, and the back up drawer.

III. CONDUCT

- A. The Information Desk staff are usually the first persons seen by users as they enter the Library. This is a public relations job and the image you project to the public is extremely important. And all library users and their needs should be treated with respect.
1. Be friendly but do not become too personal with library users.
 2. Under no circumstances should there be any discussion outside of a professional context about an individual or group of users or about any transaction between user and desk staff.
 3. Under no circumstances should any statements be made on the ability of other library personnel or units.
 4. Greet all library users pleasantly. If you are busy with others, acknowledge the newcomer with a nod or smile.
 5. Avoid crossed arms, frowning or finger tapping.
 6. Keep social conversations brief.
 7. Conversations with friends or other Information Desk staffers should cease in mid-sentence when a user approaches.
 8. If you are busy helping someone at the desk and the phone rings, answer the phone and ask the caller to please hold.
 9. Keep the desk area between you and potential users as clear and neat as possible as the public is sensitive to physical barriers of any kind. If you are doing any work at the desk, it should not require significant concentration.
 10. Do not read books or newspapers at the desk.
 11. Whenever necessary, reassure the user that his or her question is not "a stupid question". Any question that a person needs answered is not a stupid question. Anytime you can say "You're right", "That's correct", do so. Most library users have a high level of frustration in dealing with libraries and appreciate any kind words.
 12. Never guess at an answer. To admit you don't know is preferable to giving misinformation. Respond with "I don't know but I'll find out" or "This is a question for a reference librarian" then direct the patron to the Reference Desk. If you are unsure about referring a library user to a particular location and another staff member is not present for you to ask, phone the area before sending the person and ask if this person should be referred there. We don't want our library users to feel as if they are getting the run around.

13. Double check with a staff member whenever you are unsure of an answer or procedure. If you're on duty during the weekend when a staff member is not on duty, please tell the user (whether the person is calling or is at the library in person) that further checking will have to be done. Get the person's name and phone number. Then leave a note for the supervisor so that he/she can follow up on it.
- B. Diversity is a primary characteristic of the people asking for help at the Information Desk: 9-95 years old, elementary school educators to post-doctorates, lots of library experience to no experience, English speaking persons with many dialects and non-English speaking persons.
1. If you don't understand the question, repeat the words you do understand or say: "I'm sorry I don't understand, could you give more information?"
 2. If the person doesn't understand you, DO NOT RAISE your voice. Merely rephrase your answer and speak slowly and distinctly.
 3. Use body language; nod when you understand; point; look pleasant.

**WORKSHEET III: READING A CALL NUMBER AND INTERPRETING
A CATALOG CARD**

1. The supervisor will give you a group of ten cards with call numbers on them. Put them in order by call number (as they might appear on the shelf or in the Shelf List).
2. For the card below, identify call number, author, title, publisher, location, main entry:

North Carolina counties: profile.	
BUSINESS	Profile, North Carolina counties. 4th
HA	ed. [Raleigh] : Dept. of
553	Administration, Office of State
.A5	Budget and Management, Research and
1975	Development Section, 1975.
	[vi], 239 p. : maps ; 28 cm.
	First published in 1968 by the
	Statistical Services Center under the
	title: North Carolina counties:
	profile.
MEM	29 APR 77 2225481 EEMRae

MUSIC	
M	Elderkin, George D, ed.
2198	
.E38	The finest of the wheat: hymns new & old,
F5	for missionary and revival meetings, & Sab-
	bath-schools. Ed. by Geo. D. Elderkin. 25th
	ed. Chicago, R. R. McCabe [c1890,
	205 p. 20 cm.
	1. Hymns, English. 2. Revivals - Hymns.
	I. Title.
	OFFICIAL

WORKSHEET IV: UNUSUAL CARDS

Look up the following in the Author/Title Catalog. State exactly what you would tell a patron who is looking at the item.

1. Leavitt, Sheldon, 1848- The Science and Art of Obstetrics.
2d edition. Chicago, Gross & Delbridge, 1892.
2. Williams, John R. Ground water in permafrost. 1965.
3. Wightman, T.R. The Country of 'tess of the D'urbervilles.
4. Paquet, Andrew N. The relation of mean particle size and
distribution to diffusion of acetone vapor through air in a
packed column.
5. Smith-Thibodeaux, John. Les francophones de louisiane.
Paris, Editions Entente, 1977.
6. Hagan, William Arthur. The relation of diseases in the lower
animals to human welfare. 1947.
7. Collier, Jeremy. A defence of the short view of the pro-
faneness and immorality of the English stage. London,
Keble, 1699.

PERFORMANCE APPRAISAL AND GRIEVANCE PROCEDURES

IRVINE LIBRARY
RATING OF HOURLY EMPLOYEES

Name of employee _____ Date employed _____ Dept. _____

Position held _____ Date terminated _____

Reason for termination _____ Would you rehire? Yes _____ No _____

EX CEP TION AL	VER Y GOOD	SATIS FACTORY	FAIR	UNSATIS FACTORY

The rating should be made with great care and fairness for the interest of the employee and the Library. Base your judgment on the entire period covered and not upon isolated incidents alone. (Comments on critical incidents and unusual or outstanding task performance may be cited in the space provided below.) Do not rate any item if you do not have adequate basis for making a judgment. This report is to be sent to the Administrative Office at the time a part-time employee terminates.

QUANTITY: the amount of satisfactory work regularly produced.

QUALITY: the degree to which work produced meets established standards of quality.

DEPENDABILITY: attendance and tardiness record, degree to which he meets scheduled work hours, the care he gives library property, and the extent to which he carries out instructions.

JOB ATTITUDE: enthusiasm and interest shown in work; cooperation with other employees.

JOB KNOWLEDGE: understanding of the type of work performed and possession of information needed to perform adequately.

JUDGMENT: ability to decide correct course of action when decisions are required.

RELATIONS WITH PUBLIC: attitude in dealing with public and manner in which he behaves in contacts with public on job.

DRESS AND PERSONAL APPEARANCE: manner and neatness of employee's usual dress and personal appearance during working hours.

General

Rating Exceptional _____; Superior _____; Satisfactory _____; Fair _____; Unsatisfactory _____

What are employee's strong points?

What are employee's weak points?

Comments on above factors and summary statement:

Dept. Head: _____ Supervisor: _____ Date: _____

How long have you supervised this employee? _____ Has this rating sheet been discussed with employee? Yes _____; No _____

11/67: retention 3 years

STUDENT EMPLOYEE EVALUATION AND/OR TERMINATION FORM

INDIANA UNIVERSITY LIBRARIES - BLOOMINGTON

NAME OF EMPLOYEE: _____ DATE OF EVALUATION: _____

This is a terminal evaluation ____; a Fall ____ Spring ____ Summer ____ semester evaluation.

Job title or major responsibility: _____

INSTRUCTIONS: Please evaluate each student by using the following rating key (OUTSTANDING, GOOD, SATISFACTORY, NEEDS IMPROVEMENT, POOR) and by supportive comments, if desired. See the definition of each rating on the reverse side. Students may respond on the back of this form.

1. QUALITY OF WORK- Accuracy:
Attention to detail:
Initiative:
Interaction with public:
Judgment:
Knowledge of assigned duties:
2. QUANTITY OF WORK- Completion of assigned tasks:
Seeking additional work upon completing assignment:
3. COOPERATIVENESS- Relationship with supervisors and peers:
Following instructions:
4. RELIABILITY- Ability to work with little supervision:
Adherence to assigned work schedule:
5. ADAPTABILITY- Adaptability to changes in work assignments:
Adaptability to uneven work flow:

COMMENTS: _____

The Family Educational Rights and Privacy Act of 1974 opens any student records for the student's inspection. Having read this evaluation, I consent to future disclosure of the factors discussed in this evaluation for employment references.

Signature of Student

Date

Evaluation Discussion date: _____

Signature of Student

Signature of Supervisor

Signature of Dept. Head

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IF APPLICABLE, PLEASE COMPLETE TERMINATION INFORMATION ON REVERSE SIDE.

NAME:

PLEASE PRINT OR PRINT

DATE OF BIRTH:

DEPARTMENT OR LIBRARY:

STUDENT I.D. NO.:

Middle

First

Last

EMPLOYMENT TERMINATION INFORMATION

STUDENTS COMPLETE THIS SECTION

What is your reason for leaving the I.U. Libraries? _____

Forwarding address: _____

Street

City

State

Zip

NOTE: If you wish your last paycheck(s) mailed, you must leave a stamped, self-addressed envelope in the Library Administrative Offices, Library C-2.

SUPERVISORS COMPLETE THIS SECTION

1. Date termination
is effective: _____

2. If Work-Study, amount of earn-
ings to date (since last award): _____

3. Would you rehire this employee? Yes ___ No ___ If not, why? _____

STUDENTS MAY RESPOND HERE TO EVALUATIVE COMMENTS IF THEY WISH

RATING DEFINITIONS

OUTSTANDING -	An exceptionally good worker who is equalled by few others
GOOD -	A good worker, performance is better than average
SATISFACTORY -	An average worker; does a satisfactory job
NEEDS IMPROVEMENT -	Performance is not up to par with most workers; needs to show improvement
POOR -	Performance is below minimum standard set for the job

IX. I.U. PART-TIME HOURLY STUDENT EMPLOYEE GRIEVANCE PROCEDURE

- A. The Indiana University Part-Time Hourly Student Employee Grievance Procedure (effective December 1, 1977) was jointly drafted by the Office of Scholarships and Financial Aids and the Office of the Dean for Student Services. It appears below as originally distributed. A copy should be posted in a prominent place in each unit where students can examine it. Questions concerning the below procedures are to be directed to the Personnel Librarian or Assistant to the Personnel Librarian.
- B. Members of the staff may occasionally experience problems affecting their employment relationships. The important thing is to work out a solution to these problems as quickly and fairly as possible. The effectiveness of this problem solving depends largely upon the success of the solution or decision at the first level of supervision. However, in order that employees may be assured of fair treatment, there must be an avenue of appeal, without fear or prejudice, to a higher level of authority.

For hourly, casual, part-time student employees the following procedure is outlined for settlement of grievances. At all settlement levels, matters may be presented personally and individually by the employee, or representative of his/her own choosing.

C. Settlement Stage I

The problem or complaint shall be taken to the immediate supervisor of the employee concerned. The problem or complaint must be filed within seven (7) working days, excluding weekends and holidays, from the time of knowledge of the incident causing the grievance.

If the problem or complaint concerns more than three (3) employees, one or two persons must be designated as a representative(s) for the group.

The employee shall put the complaint in writing.

The supervisor and the employee shall attempt to adjust the matter and the supervisor shall be allowed up to two (2) working days (Saturdays, Sundays, and holidays excluded) for his/her response. Copies of written responses must be forwarded to the employee and maintained with the employee's work record.

D. Settlement Stage II

If the employee regards the response of the immediate supervisor as unsatisfactory, or if no response is given within

the time allowance for Settlement Stage I, the employee shall be entitled, during his/her next two (2) working days (Saturdays, Sundays, and holidays excluded), to appeal to the dean or director of the supervisor (school or major division). If the appeal is on behalf of more than three (3) employees, one or two persons must be designated as representative(s) for the group.

Copies of the written complaint from Stage I and the supervisor's response (if any) will be provided the dean or director.

The Dean or director shall be allowed up to five (5) working days (Saturdays, Sundays, and holidays excluded) for making a response. Copies of the written response must be given to the employee and maintained with the employee's work record.

If the grievance is a charge of unfair employment termination or determined by the Office of the Dean for Student Services to represent a possible violation of institutional policy, he/she will be entitled to appeal to Settlement Stage III.

E. Settlement State III

If the complainant is eligible to appeal to Settlement Stage III and is not satisfied with the decision of Settlement Stage II, he/she shall be be entitled during the next three (3) days (excluding Saturdays, Sundays, and holidays), to request an investigation and hearing by a three (3) member grievance hearing body selected from a panel of hearing officers appointed on a rotating basis.

The hearing body will be composed of one faculty representative, one administrative representative, one student, with the faculty member serving as chairperson. The hearing body will not include individuals employed or enrolled within the department involved.

A request for a hearing will be directed to the Office of Financial Aids who will in turn constitute the hearing body. The hearing body will be selected from a panel as follows:

- five faculty members appointed by the Faculty Council,
- five students appointed by the President of the Student Body,
- five administrative staff appointed by the Vice President-Bloomington.

Within ten (10) days the hearing body will conduct necessary hearings and make a written report of findings with recommendations to the Dean for Student Services who will take such action as is deemed appropriate. Copies of the report will be provided the aggrieved employee, the employing unit, the Office of Financial Aids. This process will constitute the final procedures within institutional channels.

UNIVERSITY OF ROCHESTER
River Campus Libraries
Student Performance Evaluation

Name: _____ Social Security # _____

Department/Section _____ Date _____

Job Classification and Functional Title: (Describe duties briefly if not evident from title) _____

	<u>Exceeds Objective</u>	<u>Meets Objective</u>	<u>Does Not Meet Objective</u>
1. <u>QUANTITY OF WORK:</u> (Maintains a pace adequate to accomplish all assigned tasks within work period; is able to accomodate normal work flow)	_____	_____	_____
2. <u>QUALITY OF WORK:</u> (Performs tasks with precision and neatness; meets all responsibilities; all facets of job are executed correctly and in the appropriate sequence)	_____	_____	_____
3. <u>RELIABILITY:</u> (Is punctual; able to work without direct supervision when necessary; conduct is appropriate for work environment)	_____	_____	_____
4. <u>INITIATIVE DISPLAYED:</u> (Commences necessary actions without direction; exercises independent, appropriate judgement in problem situations; divides and applies appropriate solutions to work-related procedural problems)	_____	_____	_____
5. <u>STAFF RELATIONSHIPS:</u> (Works harmoniously with staff members at all levels)	_____	_____	_____

THE FOLLOWING SECTION IS FOR USE BY PUBLIC SERVICES SUPERVISORS ONLY:

6. <u>PATRON INTERACTION:</u> (Displays a visible friendly and helpful attitude toward patrons; is invariably polite and patient)	_____	_____	_____
7. <u>RESOURCE KNOWLEDGE & COMMUNICATION SKILLS:</u> (Is familiar with the content and application of all library resources within scope of responsibility and can effectively interpret resources to patrons)	_____	_____	_____

THE FOLLOWING SECTION MAY BE USED TO EVALUATE SPECIAL ASSIGNMENTS. (List assignment and describe objectives)

9. _____

<u>Exceeds</u>	<u>Meets</u>	<u>Does Not</u>
<u>Objective</u>	<u>Objective</u>	<u>Meet Objective</u>

10. _____

EVALUATION of Employee's performance in areas not covered above, and general comments:

Is improvement necessary for employee to retain position? yes No; If yes, specify: _____

STAFF MEMBER'S COMMENTS: (Here you may comment on any aspect of your work situation which seems relevant to this evaluation, and/or on the quality and fairness of the evaluation itself. In no instance will your comments affect your employment or level of remuneration).

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____

Department Head Signature _____

Date _____

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Selected Bibliography on Student Employment

Kathman, Michael D., and Jane M. Kathman, "Management Problems of Student Workers in Academic Libraries," College and Research Libraries 39 (March, 1978) 118-122.

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Repp, Joan, and Julia A. Woods, "Student Appraisal Study and Allocation Formula: Priorities & Equitable Funding in a University Setting," Journal of Academic Librarianship 8 (May, 1980) 87-90.

Scherrei, Rita A., and Judith M. Corin. "Allocation of Student Assistance Funding in the Public Service Units of the UCLA Library," College and Research Libraries 42 (July, 1981) 365-369.

University of California, Irvine. Library. "Classification of Positions of Student Employees," pp. 95-98 in SPEC Kit #85, Personnel Classification Systems in ARL Libraries (June, 1982).

SPEC FILES

Materials for this Kit/Flyer were gathered during a 1982 call for documents. Many more documents were received than could be included in the Kit, and these are available to ARL members and SPEC subscribers through the Systems and Procedures Exchange Center (SPEC).